**Setting up Unified Messaging Voicemail for the first time**

To access your voicemail you will need your telephone extension number and PIN provided in your **Welcome to Exchange Unified Messaging** e-mail from Microsoft outlook.

**From your own extension:**

1. Dial 7**800**
2. You will hear a short music tone prompt followed by the system pronunciation of your name as listed in the University directory
3. Enter your **PIN** followed by **#**
4. You will then be prompted to go through the set up programme

**From another internal University extension:**

1. Dial **2800**
2. Enter your **extension**

You will hear a short music tone prompt followed by the system pronunciation of your name as listed in the University directory

1. Enter your **PIN** followed by **#**
2. You will then be prompted to go through the set up programme

**From outside the University:**

**If you have a 4 digit University extension**

1. Dial **(01484) 2800**
2. Enter your **extension**

You will hear a short music tone prompt followed by the system pronunciation of your name as listed in the University directory

1. Enter your **PIN** followed by **#**
2. You will then be prompted to go through the set up programme

**How do I access my Voicemail?**

To access your voicemail you will need your telephone extension number and your PIN number. Your PIN number was provided in your **Welcome to Unified Messaging** e-mail. If you have forgotten it, then you can reset it; see [here](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/changeyourpin/#d.en.33225)

**From your own extension:**

* Dial **7800**
* Enter your **PIN** followed by **#**

**From another University extension:**

* Dial **2800**
* Enter your **extension**
* Enter your **PIN** followed by **#**

**From outside the University or from a mobile:**

**If you have a 4 digit University extension**

* Dial **(01484) 472800**
* Enter your **extension**
* Enter your **PIN** followed by **#**

You will then be taken to the main menu.

**Choosing voice or touchtone interface**

You can navigate the voicemail menus by using your voice or by touchtone. Voice is the default option. Please note that when using the voice interface, some menu options must be accessed by using the telephone keypad.

**To change from voice to touchtone:**

* First, [Access your voicemail](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/accessvoicemail/#d.en.33223)
* Say **Personal Options**
* Dial **4** to select the **Touchtone Interface**

**To change from touchtone to voice:**

* First, [Access your voicemail](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/accessvoicemail/#d.en.33223)
* Dial **6** for **Personal Options**
* Dial **4** to select the **Touchtone Interface**

**Out of office greetings**

**How do I record my Out of Office greeting?**

When your status is Out of Office (changed via the Voice Mail Personal Options, or in Outlook Options), your Out of Office greeting message will be played. You can record a personal greeting or use the standard Out of Office greeting that uses your name.

First, [Access voicemail](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/accessvoicemail/)

From the main menu: using the Voice Interface, Say **Personal Options.** If you are using the Touchtone Interface, **Press Option 6.**

Then:

Press **2** to record your **greeting**

Press **2** to select **Record your Out of Office greeting**

Press **1** to begin recording your greeting

Record your **Out of Office greeting** and press **#** when finished

Your **Out of Office greeting** will be replayed

After recording your **Out of Office greeting**:

Press **1** to **Accept**

Press **2** to **Re-record**

Press **\*** to **Cancel and use the Out of Office greeting** provided by Outlook Voice Access

Once you accept your recording, press **\*\*** to return to the main menu

**How can I turn on or off my Out of Office greeting?**

Outlook Voice Access provides two types of greetings that are played when a call goes to voicemail. The voicemail greeting is played if you are in the office and the Out of Office greeting is played if your Out of Office status is turned on.

You can activate or de-activate your Out of Office greeting using Outlook 2007 or Outlook Web Access, but not with Outlook 2003. See **How do I record my Out of Office greeting?** above for information on recording your Out of Office message.

**Turning on your Out of Office greeting using Outlook 2007**

From the **Tools** menu, choose **Options**

Click the **Voice Mail** tab

In the **Voice Mail** section, under **Choose the greeting played to callers**, choose the appropriate voicemail greeting: Voice Mail greeting or Out of Office Voice Mail greeting

**Note:** When voicemail is turned **ON**, your telephone will ring six times before proceeding to voicemail - even if the Out of Office setting is selected. If you wish to send all calls directly to voicemail without ringing, choose to **divert your calls**. See [here](http://www.hud.ac.uk/telephones/voice-mail/divert.php) for more information.

**Turning on your Out of Office greeting using Outlook Web Access**

Login to Outlook Web Access

From the top right corner of the OWA window, click **Options**

In the **Telephone Access** section, choose the appropriate voicemail greeting option: Play voicemail greeting to callers or Play Out of Office greeting to callers

**Can I use the telephone to turn off and on my Out of Office greeting AND my Out of Office e-mail reply?**

Yes, you can.

To turn ON your Out of Office greeting and Out of Office e-mail reply:

First, [Access voicemail](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/accessvoicemail/)

From the main menu: using the Voice Interface, Say **Personal Options.** If you are using the Touchtone Interface, **Press Option 6.**

Then:

Press **1** to turn on your Out of Office greeting. If you have not already recorded an Out of Office greeting, press **1** to record one now

Press **1** to **Accept**

**2** to **Re-record**

**3** to **Delete and use the Outlook Voice Access standard greeting**

If you do not already have your e-mail Out of Office reply on, you will be asked if you wish to also start sending Out of Office e-mail replies

Press **1** to turn it **on**, or

Press **\*** if you want to leave it off and return to the **Personal Options** menu

**To turn OFF your Out of Office greeting and Out of Office e-mail reply:**

First, [Access voicemail](http://www.hud.ac.uk/telephone-services/voicemailunifiedmessaging/accessvoicemail/)

From the main menu: using the Voice Interface, Say **Personal Options.** If you are using the Touchtone Interface, **Press Option 6.**

Then:

Press **1** to turn off your Out of Office greeting. If you also have your e-mail Out of Office reply turned on, you will be asked if you want to turn this off as well. If you do not have your e-mail Out of Office reply turned on, then you will return to the **Personal Options** menu

Press **1** to turn it **off**, or

Press **\*** if you want to leave it on and return to the **Personal Options** menu

**Diverting calls to Unified Messaging or to another extension**

If you activate this option, your telephone will not ring and all calls will go directly to Voicemail and subsequently be delivered to you as voicemails within your Outlook client or missed call notifications, if appropriate.

**To turn on:**

Dial **\*4 7800 #**

**To turn off:**

1. Dial **Recall #4**
2. You will hear the dial tone after you enter the numbers
3. Hang up
4. Your divert has now been cancelled and calls will not be diverted to Unified Messaging