

Voicemail information for CQUniversity Staff

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As per CQUniversity Policy, it is necessary that all unanswered calls to the University are diverted to either a telephones voicemail account or the Faculty/ Division Secretary telephone. As required, necessary telephone diversion settings for Executive and Senior staff can be arranged through the ITD Service Centre.

Establishing Voicemail on a telephone

CONTACT THE SERVICE CENTRE TO CREATE A VOICEMAIL ACCOUNT

Before staff can access their telephone's voicemail system, the ITD Service Centre will need to establish a voicemail account for the specific user and their handset. Prior to setting up this account, personal staff details must also be recorded in the system.

INITIAL SETUP OF VOICEMAIL

Once the new voicemail account has been established, staff will need to complete their initial voicemail setup as outlined below:

1. Dial **9999** (voicemail extension number) and when asked for - Security Code - enter your code number. **Note: Enter 0000 when setting up a mailbox for the first time.**
2. Press **3** for "Phone Manager Functions".
3. Press **1** for "Personal Options".
4. Press **3** to "Record a Personal Greeting" - listen to the operator and follow instructions.
5. Press **4** to "Change your security code" - listen to the operator and follow instructions. Make your security code four (4) digits and something easily remembered as it is used each time you access your voicemail.
6. Press **5** to record your name and extension number - listen to the operator and follow instructions.

Please note that CISCO telephones do not require staff to dial extension 9999 for voicemail. Instead staff can press the "messages" key located on the handset.

Voice mail information for CQUniversity Staff (continued)

Activating Voicemail

To have your voicemail activated and your phone extension set up to divert to voicemail, please contact the ITD Service Centre on extension 9233.

Once a telephone's voicemail system has been established, incoming calls will be diverted to voicemail if there is no answer after 4 - 5 rings, or if the phone is engaged.

Staff using an Ericsson model 2500, 2600 or 3000 series handset; a message waiting light can be activated to indicate that voicemail messages have been received.

CISCO telephones have a message waiting indicator on the top of the handset. If the handset does not have a light, the handset will give a short ring every 20 - 30 minutes to alert staff that a voicemail message has been received.

Changing a personal greeting

Staff can change their personal voicemail greeting.

1. Dial **9999** (voicemail extension number) and when asked for - Security Code - enter your code number.
2. Press **3** for "**Phone Manager Functions**".
3. Press **1** for "**Personal Options**".
4. Press **3** to "**Record a Personal Greeting**" - listen to the operator and follow instructions.

Listen to received voicemail messages

When listening to a voicemail message, staff can press **0** at any time and be provided information on the caller, the internal extension number, and the date and time the voicemail was received.

ACCESS VOICEMAIL MESSAGES FROM CURRENT PHONE EXTENSION WHILE ON CAMPUS

- If a message waiting light has been activated on an Ericsson handset (a red light will flash when messages are waiting) → staff can press this button to enter the voicemail system.
- If the handset does not have the message waiting light feature → dial **9999** to enter the voicemail system → and then enter the phone's security code when instructed.

ACCESS VOICEMAIL MESSAGES FROM ANOTHER PHONE EXTENSION WHILE ON CAMPUS

- Dial **9999** (voicemail extension number)
- Enter the mailbox number (the telephone extension number)

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- Enter the telephone security code
- Press **1** to “**Listen to new messages**” or press **5** to “**Listen to saved messages**”.

ACCESS VOICEMAIL MESSAGES WHILE OFF CAMPUS (i.e. from home)

- Dial **49309999** to enter the voicemail system.
- When prompted, enter the mailbox number (the telephone extension number)
- Enter the telephone security code
- Use the voicemail system as per usual.

Recovering deleted voicemail messages

If staff mistakenly delete a message, they can retrieve it before exiting their mailbox.

1. **DO NOT HANG UP**
2. Continue to press the * key until hearing the main menu of the voicemail system.
3. Press **7** to retrieve the deleted messages and follow the commands to locate the specific voicemail message.

Deleted messages are not kept once staff exit their mailbox. Please be sure to retrieve any mistakenly deleted messages before exiting or hanging up.

Recording and sending voicemail messages

Staff can record and send messages to other telephones using the voicemail system.

1. Dial **9999** (voicemail extension number) and enter the security code.
2. Press **2** to “**Record and send a message**” and follow the instructions.

Below is an outline of the handset functions available when recording & sending a message

Key 2 = Start/ Stop/ Resume	To pause while recording a message press 2 . Press 2 again to resume recording.
Key 4 = Discard	Press 4 to delete the message and start again.
Key 5 = Send	Once satisfied with the message press 5 to send it. Follow instructions to send the message to more than one person
Key 6 = Review	Press 6 listen to the message prior to sending it.
Key * = Exit/ Cancel	Press this key once to cancel a function. Press this key several times to exit voicemail.

Voicemail information for CQUniversity Staff (continued)

TIPS for recording

The information in your voicemail greeting/ announcement (and the manner in which it is spoken) reflects on the University as a whole.

You will need to consider how to convey an appropriate amount of information and how to phrase the recording.

- Record in a noise-free environment
- Prior to recording, inhale, press **2** and begin speaking after you hear the tone
- Speak in your normal voice and hold the telephone mouthpiece approximately 7 centimetres from your mouth
- Press **2** when finished recording
- Review the message (and re-record if necessary). You need to listen for consistency, background noise, pauses and anything that detracts from the information being given.

EXAMPLE: A COMMON VOICEMAIL GREETING

"Welcome to CQUniversity Australia. You have reached the voicemail of [state staff name].

I am currently away from my telephone, [if on leave staff should state this here].

Please leave a brief message after the tone and I will return your call as soon as possible."

USEFUL INFORMATION WHEN USING VOICEMAIL

- When a call is diverted to voicemail, staff *do not* need to listen to the initial greeting. Staff can press **2** if they wish to skip the greeting message and be transferred straight to the recording tone.
- Staff can have all incoming calls transferred straight to voicemail. Press keys: * **21*** **9999** # on the handset. To cancel this press: * **21** *.
- Staff can also divert phone calls to an extension other than voicemail by replacing the 9999 (detailed above) with the appropriate internal extension number.

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Handset keys for voicemail

Below is an outline of the handset functions available when using the voicemail system

Key 1 = Start/ Stop/ Resume	To pause while listening to a message press 1. Press 1 again to resume listening.
Key 2 = Forward the message	Press 2 and follow the instructions to record an introduction and message that will be sent as a voicemail reply to the original callers mailbox.
Key 4 = Discard	Press 4 to delete a voicemail message.
Key 5 = Save	Press 5 to save a message for future reference.
Key 6 = Review	Press 6 to repeat the whole voicemail message.
Key 7 = Skip	Press 7 to skip to the next voicemail message without taking any action on the current message.
Key 8 = Reply	Press 8 while listening to a voicemail message and follow the instruction to reply to the caller.
Key 0 = Information	Press 0 at any time while listening to a voicemail message and be provided information on the caller, the internal extension number, and the date and time the voicemail was received.
Key # = Help	Press # at any time to review all options available.
Key * = Exit/ Cancel	Press this key once to cancel a function. Press this key several times to exit voicemail.

Voice mail quick reference card

For immediate assistance when using CQUniversity's voicemail system, staff can refer to the [online quick reference card](#) (pictured right). This card outlines how to access the various functions that are available from the voicemail system.

Need assistance using Voicemail?

Please contact the ITD Service Centre if you are experiencing any technical issues using the voicemail system.

Phone: 07 4930 9233

Email: servicedesk@cqu.edu.au

Information to have ready:

- Telephone extension number
- Name of the person using the telephone extension
- Type of telephone you are using (i.e. Ericson, Dialogue or CISCO)
- Detailed description of any known issues or faults
- Telephone location - campus, building and room number, and where the wall port is connected.

