**OPENSCAPE XPRESSIONS VOICEMAIL USER GUIDE**

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| **Accessing your voicemail box** |

From your own extension - Dial 3499 and # Enter your password and select # (the default password is 123456, you will then be asked to activate your own 6 digit password)

Please note if you have a multiline non display phone or iSDT phone you need to activate DTMF tones by entering \*\*93499

From another extension - Dial 3499 and # followed by your extension number & # and password & #

Remotely – Dial 021 4903499 followed by extension number & # and password & #

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| **Change your Voicemail Password** |

Access your mailbox. Dial 9 for Mailbox Options, 3 for Change telephone password.

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| **How to Record and activate your Alternate Greeting** |

**Recommendation: *Use the general purpose Alternate Greeting*.**

To record your alternate greeting:

Select 8 (answering options) from main menu

Select 1

Select 1

Select 1 to record your greeting then hit \* #

Your greeting will be played back to you. If you are happy with the greeting just hang up or select 1 to re-record.

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| **How to forward your calls directly to voicemail** |

This can be used when you are on leave or at a meeting – all calls will route to voicemail automatically. Lift handset, dial #93499# from your extension. This will fix forward all your calls to your voicemail. Dial ##9 to cancel immediate diversion

To forward calls on Busy and No Reply, lift handset, dial #0\*3499# : this will forward calls after approximately 5 rings. To cancel, dial ##0\*.

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| **Listen to New Voicemails** |

If you have any New Voice messages, when you dial into your voicemail box the system will advise you that you have new voicemails. The following are the options presented to you.

To listen to your messages:

Dial 3 to listen

Dial 7 to replay

Dial 4 to save

Dial 6 to delete

Dial 2 to skip

Dial 5 to return to main menu

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**Access to Voicemail Service**

**If you are unable to access the voicemail service as described above, as a first step make sure you have access to the voicemail application.**

**If you wish to apply for voicemail, an application may be submitted to the Buildings Office at (021) 4902480.** [**bereception@ucc.ie**](mailto:bereception@ucc.ie)