Voicemail

1   Basic Voicemail functions for new users

New users are automatically registered for a training session that consists of the following lessons:

- How to enter your name. Your name is only your name, e.g. Kevin Cussens.

- How to create your personal message.

- How to change your password.

2   Voicemail's telephone number

Potchefstroom Vaal Triangle	992009 followed by your initial password which is 0 (null)
Mafikeng	898898 followed by your initial password which is 0 (null)

3   Welcome to Voicemail…

Dial 992009 or 898898 and a voice will answer with: "Welcome to UniVoice.

Enter your recipient's mailbox number."

- Type your extension number followed by **#**.

- The voice asks: "Your password please." Type 0 and then **#**

- (You always start with: Extension and #, password and #)

- Option **1**: "Retrieve messages"

- **0** for "New messages"

- **#** for "Status information"

- Option **8**: "Personal options"

- **1** for "Edit your name"

- **2** for "Edit personal greeting"

- **3** for "Edit password"

4   Activating Voicemail

For voicemail to work, your extension has to be diverted to Voicemail.

There are **2 possibilities**: lift the hand piece and press **61992009#** or **64992009#** for Potchefstroom and Vaal Triangle. For Mafikeng use **61898898#** or **64898898#**

- The **61** option diverts the calls directly to Voicemail. The calls can't be picked up.

- The **63** option cancel the divert to Voicemail.

- The **64** option allows the phone to ring 9 times (sometimes more).   If the call isn't answered it is diverted to Voicemail.

5   Deactivating Voicemail

Lift the hand piece and press **63** to cancel divert to Voicemail.

6   Recording a message

After typing your extension and password, press **8** for personal options. You may then change your name at 1 and your message at 2 as indicated in the paragraph "Welcome to Voicemail...".

7   Additional information

- If you have a message your telephone will make a bur-bur sound when lifting the headset.

- The * (star) takes you to the previous menu. Typing * twice lets you exit Voicemail.

- A telephone can only be diverted to one number, either Voicemail or another extension, not to both.

- If you type too slow the system assumes that you wish to leave a message and replies with: "The person you are trying to reach is not available…" Stop the message by pressing **#.**

- You don't have to wait for messages to finish. If you know what the message is, you may type the information while the voice is talking.

- Every extension has to have its own Voicemail. If everybody in a department should divert their extensions to the secretary's extension (that does have Voicemail), their messages will all be on that of the secretary's voice mailbox.