

Voicemail - Xpressions

Frequently Asked Questions

Why are we moving to a new voicemail system?

For staff who don't currently have voicemail but would like it, you can make a request:
Contact the [IT Service Desk](#), or go directly to [IT Phone Requests page](#)

How do access my voicemail?

Dial **8852**, if you are using your own phone.
Dial 8850, from another phone, or 01865 488850, from an external number.
Each voicemail message is also sent to your Brookes Gmail account, as a .wav file attachment.
[Instructions for initial set-up and day-to-day use](#)

How do I set up voicemail?

The first time you access voicemail you need to choose a password, record your name, and set a greeting.
[Instructions for initial set-up and day-to-day use](#)

How do know if I have messages?

You will receive an email with a .wav file attachment.
If you have an OpenStage IPT phone, your phone's display will indicate the number of messages, and the envelope key will flash. Just press the envelope key on your phone instead of dialling 8852.
Some other makes of phone with a display will also indicate you have messages.
If you dial 8852 you will hear, *"Inbox, you have # new message/s. To listen press 3"* if you have messages.
Note: On the old system there was a change in dial tone to indicate new messages. The new system, Xpressions, does not do this.

Voicemail is not arriving at my Brookes email. Why?

Each voicemail message is also sent to your Brookes Gmail account, as a .wav file attachment.
If you have inherited someone else's phone or are covering someone else's job, for example, it's possible that voicemail is being sent to another email account. Contact [OBIS Service Desk](#), give them your name, ext. number, role, email address.
Delivery to email can be turned off/on, make a request via the [OBIS Service Desk](#)

I share a phone with others. Where will voicemail go?

The phone is likely to be associated with one member of staff initially, and voicemail will be directed to that person's email account. Contact [OBIS Service Desk](#) to request to have voicemail directed to several email addresses, a mail alias or a role-based account.

How long are message kept?

Messages are deleted from your voicemail inbox after 60 days.

When listening to a voicemail message, you can choose to delete it.

Voicemail messages are also sent to your Brookes Gmail. You can keep these emails for as long as you wish, and delete whenever you choose.

Can I reduce the number of rings on my phone before it goes to Voicemail?

The duration is set globally for all users, and is 15 seconds.

The duration can not be adjusted (except for users on the new IPT phone system).

The new IPT Openscape phone system covers much of Gipsy Lane site. Check if you have an OpenStage phone, shown on the underside of your phone. If you do, then you can adjust the length of time; make a request via the [OBIS Service Desk](#).

If you want callers to be diverted to your voicemail immediately you can set up call forwarding to 8851 (#98851).

Can the voicemail system stop accepting messages?

Yes. First, record an appropriate Alternate greeting, for example, *"We are experiencing a high volume of calls this week, and can not return your call. Please email us at xxxxxx@brookes.ac.uk ..."*

To stop accepting messages, press 8, 2, 6

To start accepting messages, press 8, 2, 4

Can a set a vacation greeting for a specified number of days?

No.

You can set a Today's greeting. It lasts for one day and gets removed overnight.

The Alternate greeting is played to all callers, and overrides all other greetings.

If you are going on leave, record a new Alternate greeting, for example, *"I am on leave, returning on..."*.

Remember to re-record your Alternate greeting on your return.

There are multiple greeting options which allow you to record up to 9 greetings and set greetings for internal callers, external callers, and out of hours greeting. Multiple greetings are explained in [Voicemail Enhanced Greetings](#).

For initial set up of voicemail, you must use the Alternate greeting.

Can I change my password?

Yes. Dial **8852**, log in, press 9 for mailbox options, then 3.

The new password must be at least four digits. The system will not accept 'easy to guess' passwords such as 1111 or your ext. number.

Can I still access my messages stored on the old system (ext 3000)?

Once you have been switched over to the new system, we will keep your existing messages (on the old system) for a minimum of two months. Call 5461 to access old messages.

After two months we will delete messages on the old system.

What happens if I set up call forwarding to 3000?

Some of you may set up call forwarding to 3000 (#93000), which enables callers to be diverted to voicemail immediately, rather than waiting the usual four or five rings.

On the new system, if you want callers to be diverted to your voicemail immediately you must set up call forwarding to 8851 (#98851).