

Working with voicemail remotely

Listening to voicemail remotely



1. Using a mobile or landline, phone in to college phone number
2. Wait for six rings until the call goes to voicemail, then press * on the phone you are calling from and follow the audio instructions
 - a. Enter your college extension number followed by #
 - b. Enter your personal PIN code followed by #

If you cannot remember your Voicemail PIN, or any other IT related requests, please log a support request on the [ILT Service Desk Portal](#)

- c. Press 1 followed by #
3. Press 4 for further set up options
 - a. Press 1 to change your voicemail message

The message should have the following content:

Hello, you're through to XYZ in XYZ Team.

In response to the government advice on social distancing, the College is now operating a remote service with staff and students, working and studying from home.

Regular updates are being published on our website, along with answers to frequently asked questions.

At this time, we are unable to answer phone calls but are able to respond to emails. If you do need to contact us please email me at xx.xx@colchester.ac.uk or email joint team email@colchester.ac.uk and we will respond as soon as possible.

Thank you for your call

- b. Press 4 to forward your calls on to another number.

To forward to an external number [landline or mobile number] press 9 followed by the external number [e.g. 907XXXXXXXXX or 901XXXXXXXXX]

4. Hang up when finished