Nortel IP 1140 handset

The RMIT voicemail number is **50852 (external 992 50852)**. If you do not have Voicemail, see reverse on how to request a Voicemail account.

### Access voicemail

Once you are connected to the voicemail system:

- **Press** `#` key
- **Enter** your password
- **Press** `#` key.

<table>
<thead>
<tr>
<th>Log into voicemail from your extension</th>
<th>Log into voicemail from any extension</th>
<th>Log into voicemail from an external telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Lift handset (or press <strong>Line</strong> key, <strong>Handsfree</strong> key or <strong>Headset</strong> key)</td>
<td>1. Lift handset (or press <strong>Line</strong> key, <strong>Handsfree</strong> key or <strong>Headset</strong> key)</td>
<td>1. Dial the voicemail access number <strong>992 50852</strong></td>
</tr>
<tr>
<td>2. Press <strong>Msg/Inbox</strong> key (or dial 50852)</td>
<td>2. Press <strong>Msg/Inbox</strong> key</td>
<td>2. Enter your mailbox number (your extension number)</td>
</tr>
<tr>
<td>3. Press <strong>#</strong> key</td>
<td>3. Enter mailbox number (your extension number)</td>
<td>4. Press <strong>#</strong> key</td>
</tr>
<tr>
<td>4. Enter your password (first time you login the default password is <strong>12+extension number</strong>, then you will be prompted to change your password)</td>
<td>4. Press <strong>#</strong> key</td>
<td>5. Enter password</td>
</tr>
<tr>
<td>5. Press <strong>#</strong> key</td>
<td>5. Enter password</td>
<td>6. Press <strong>#</strong> key</td>
</tr>
</tbody>
</table>

### Messages

#### Playing messages

New messages are indicated by the red lamp on top of the handset. When you log on to the voicemail system new messages will play automatically. The following options are available: You may also use the soft keys functions.

- Press **2** to play the current message
- Press **6** to go to the next message
- Press **4** to go to the previous message
- Press **21** to play the message slower
- Press **23** to play the message faster
- Press **1** to skip back 5 seconds through a message
- Press **3** to skip forward 5 seconds through a message
- Press **#** to pause, then Press **2** to continue
- Press **76** to delete

#### Playback controls

The following controls can be used while listening to a message:

<table>
<thead>
<tr>
<th>#</th>
<th>2</th>
<th>1</th>
<th>3</th>
<th>4</th>
<th>6</th>
<th>76</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="pause.png" alt="Pause" /></td>
<td><img src="play.png" alt="Play" /></td>
<td><img src="back.png" alt="Back" /></td>
<td><img src="forward.png" alt="Forward" /></td>
<td><img src="previous.png" alt="Previous" /></td>
<td><img src="next.png" alt="Next" /></td>
<td><img src="delete.png" alt="Delete" /></td>
</tr>
</tbody>
</table>

#### Deleting messages

1. Press **76** to delete (before, during or after playing a message).

#### Retrieve a deleted message

1. Press **4** to return to the message
2. Press **76** to restore the message.

Note:

- Deleted messages cannot be retrieved after you logout of voicemail
- Messages are automatically saved unless deleted
- Saved messages that have been listened to will be automatically deleted after seven working days
- Messages can be a maximum of three minutes long
- The mailbox can store 10 minutes worth of messages.
### Change voicemail password

**Note:** Password must be between 4 to 16 digits in length.

1. Press **84** while logged in to mailbox
2. Enter password
3. Press # key
4. Enter new password
5. Press # key
6. Enter new password again
7. Press # key.

### Create a voicemail greeting

**External, Internal, Temporary Greetings** and **Personal Verification** (recording your name) may be recorded.

**Note:** If no internal greeting is recorded, external greeting is used. Temporary greetings replace external and internal greeting until expiry or deleted. Use temporary greetings when on leave. External and internal greetings will remain unchanged.

**Record your greeting**

1. Press **82** while logged in to your mailbox
2. Press:
   - 1 for external
   - 2 for internal
   - 3 for temporary greeting
   - 9 for personal verification (you should record a personal verification)
3. Press **5** to start recording, wait for the tone, and then record greeting
4. Press # key to stop the recording
5. Press **2** to review greeting

**Note:** If recording is unsuccessful, delete and re-record greeting

6. Press **76** to delete greeting
7. Press **5** to re-record
8. Press # key to stop recording
9. Press **4** to exit Greetings.

**Set an expiry date for temporary greeting**

After you have recorded your temporary greeting:

1. Press **9** to set expiry date (while at temporary greeting)
2. Enter the month (e.g. 03 for March)
3. Press # key
4. Enter the day (14 for the 14th)
5. Press # key
6. Enter the time (Press **900**# for a time setting of 9.00am)
7. Press 1 for AM or press 2 for PM.
8. Press # key.

**Note:** Press # key with no number will enter the current month or day. If no expiry date is set, the temporary greeting will remain until it is deleted.

### Forwarding messages

Messages can be forwarded to other mailboxes or to a distribution list. Introductions can be recorded onto an original message. Messages marked **Private** cannot be forwarded.

**Forwarding a message**

1. Press **73** to forward the message (while it is playing or after listening to it)
2. Enter the forwarding mailbox number
3. Press # key (repeat this step for each additional forwarding number)
4. Press # key again to end the list
5. Press 5 to record an introduction (wait for the tone before recording)
6. Press # key to stop recording.

**Note:** The following options are available:

- Press 70 then 1 to add the **Urgent** option
- Press 70 then 4 to add the **Private** option
- Press 70 then 5 to receive a ‘Message Read’ receipt
- Press 79 to send the message.

### Requesting a new voicemail account

2. Scroll down to **Telephony and voicemail**
3. Download the **Voicemail request form** (DOC 71 KB)
4. Complete the form
5. Get your line managers to approve and sign
6. Email or fax it to Service Desk itservicedesk@rmit.edu.au Fax 9925 3177.

Once your voicemail account is activated follow procedures from the start of this document.

### Online documentation and troubleshooting

- Telephony and voicemail web site: [www.rmit.edu.au/staff/it/telephone](http://www.rmit.edu.au/staff/it/telephone)
- ITS Service Desk: [www.rmit.edu.au/its/ithelp](http://www.rmit.edu.au/its/ithelp), email: itservicedesk@rmit.edu.au
- ITS Service Desk Tel. 9925 8888