How to Retrieve your new Voicemail Messages

This process will assist you in retrieving your voicemail messages from the new voicemail system. It can also be used for retrieving your messages from a phone other than your normal desk phone. These instructions have been written to suit all CDU Cisco phones so there may be slight differences when viewing the keypad or screen of your phone. See the images below for where to find the Messages button on your model of phone.

- From your desk phone simply press the **Messages** button or the button under **Messages**.
- From another phone on the campus simply dial extension 7000.
- From outside the University dial (08) 8946 7000.
- If you are calling from another campus phone or from outside the campus, press * when Unity Connection answers.
- Enter your 4 digit desk phone extension number and press #.
- Enter the 6 digit voicemail PIN you recently set up and press #.
- The system will guide you through retrieving your messages and other functions.

What about my old voicemail messages?

- Your old voicemail messages will not be available in the new system and nor can they be transferred to the new system.
- You will be able to access the old messages in the old system by dialling "6999" and logging in as normal.
- Please listen to your old saved messages and ensure you have recorded any information you require

What model phone do I have and where can I find the Messages button?

The model number of your phone can be found above the top right corner of the screen. Common models in CDU are 7911, 7912, 7940, 7942, 7960 and 7962. See the images below for where the **Messages** button can be found on your model.

Cisco 7940/7942/7960/7962 Messages Button.
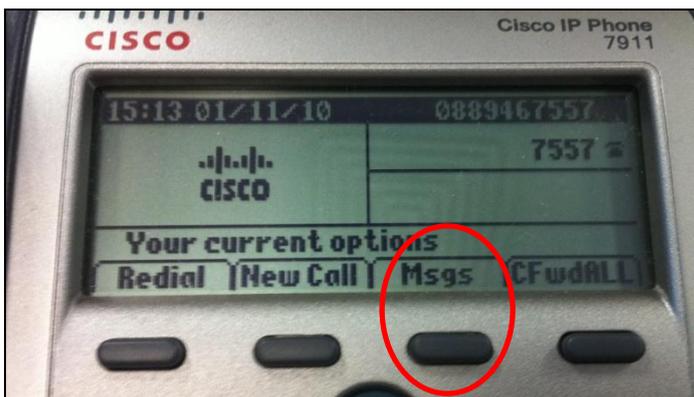
Cisco 7911/7912 Messages Button.