

AVAYA VOICE MAIL USER MANUAL

First Time Login

The first time you call your mailbox, the system prompts you to set a mailbox password and to record your name. The system uses the password to control access to your messages and mailbox settings. It uses the name you record in announcements to callers. Though set during the initial mailbox login, you can [change the password](#) and [change the recorded name](#) at any time.

To login:

1. Dial ***17**.

At the prompt, if dialing from your own extension, press #. Otherwise, enter your extension

2. number and press #.

When prompted for a password press #. If this is not accepted, contact your system

3. administrator who may have already set a password for your mailbox.

If no password is already set, the system requests you to set a password for your mailbox. Enter

4. a new password and press #.

- Enter at least four digits and up to 15. Do not set an obvious code. For example:

- Your extension number.

- A sequence of digits, for example 1234.

- The same repeated digits, for example 1111.

The system will prompt you if the password does not meet its requirements. Re-enter the new

5. password and press #.

6. The system now requests you to record your name.

a. Press **1**. At the tone, speak your name and then press **1** again.

b. The system plays back your recording. Press # to accept the recording or **1** to record again.

After you log in, the voice prompts provide instructions. See [Default Mailbox Controls](#) for a

7. summary of the controls.

Normal Login

If you have already completed a [first time login](#), the subsequent login process is much faster.

To login:

1. Dial ***17**.

The system prompts you to enter the number of the mailbox you want to access. If dialing from your own extension, for your mailbox, just press #. Otherwise, enter your extension number

2. and press #.

If requested, enter your password and press #. The system requests a password if you are

3. accessing a mailbox from a number not set as a [trusted source](#) for that mailbox.

After you log in, the voice prompts provide instructions. See [Default Mailbox Controls](#) for a

4. summary of the controls.

- For help at any time: Press ***4**.

- To return to the activity menu: Press ***7**.

- To exit the system: Press ****9**.

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Mailbox Controls

The following is a summary of the options that are available after you have [logged into](#) a mailbox.

Activity Menu

- Record messages = 1
- Get messages = 2
- Greetings = 3
- Help = *4
- Personal options = 5
- Outcalling = 6
- Re-login = **7
- Exit = **9

1. Record messages

- Record message = 1
- Start/stop recording = 1
- Rewind = 2
- Replay = 5
- Advance = 6
- Playback = 23
- Delete = *3
- Approve = #
- Enter address and press #
- Cancel address = *3
- Finish addressing = #

2 Get messages

- Listen to message = 0
- Reply/Forward = 1
- Restart = 2
- Skip to previous = *2
- Pause/resume = 3
- Replay header = 23
- Back/restart = *5
- Advance to end = 6
- Save and skip message = **4
- Save and play next = #
- Delete = *3
- Save = **7

3 Greetings

- Listen to greeting = 0
- Create, change, or delete greeting = 1
- Activate = 3

5 Personal options

- Password = 4
- Record name = 5

6 Outcalling

- Configure outcalling = 1
- Change number = 3
- Turn outcalling off = 6
- Turn outcalling on = 9

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IMPORTANT: Old Messages are automatically deleted after 24 hours

After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved: Press ****7** while listening to the message.
- To mark the current message as saved and skip to the next message: Press ****4**.
- To mark the current message as saved and play the next message: Press **#**.

You can also use the following short codes to control your mailbox. These are default system features, however your system maintainer can change them. For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to buttons.

Turn Voicemail On: *18

Causes calls to go to voicemail when you are busy or do not answer. If the extension to which

- you forward your calls does not answer calls will also go to voicemail.

Turn Voicemail Off: *19

- Switches the above feature off.

Voicemail Ringback On: *48

If ringback is on, when you have new messages, the voicemail system will ring you following

- the completion of any call.

Voicemail Ringback Off: *49

- Switches the above feature off.

Visual Voice

Visual Voice allows you to access your mailbox using the display menu of your phone rather than following spoken mailbox prompts. Not all phones support Visual Voice.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. Alternatively, your system maintainer can set the **MESSAGES** button on your phone to act as a Visual Voice button.

On phones that have a display but do not support visual voice operation, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is

- supported (does not include T3 and T3 IP phones).

On T3 phones, the Visual Voice button goes direct to the Listen function of Visual Voice. To

- access the full set of Visual Voice functions use Menu > Settings > Voicemail Settings.

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Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size. You can access controls not shown on the current display by using the phone's < and > buttons to move between screen pages.

Button	Functions
Listen	<p>Accesses your mailbox. When pressed, the screen shows the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Once message playback is selected, the available controls change:</p> <ul style="list-style-type: none"> • Previous: Play the previous message. • Next: Play the next message. • Rewind: Rewind approximately 5 seconds. • FFwd: Step forwards approximately 5 seconds. • Delete: Delete the current message. • Save: Mark the messaged as a saved message. • Copy: Copy the message to another mailbox. When pressed, the phone displays: • Pre-Rec: Record a message to attach to the start of the copied message. • Targets: Enter the destination for the message copy. • Done: Copy the message using the targets entered. • Pause: Pause the current message. Press the button again to unpause.
Main(0)	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. The number shows the number of new messages in the mailbox. Press the button to access the mailbox in the same way as the Listen option above.</p>
Message	<p>Record and send a voicemail message to another mailbox or mailboxes.</p>
Greeting	<p>Change the main greeting used for callers to your mailbox. If you have not recorded a greeting, the system's uses its default mailbox greeting.</p> <ul style="list-style-type: none"> • Record: Record a new greeting. • Listen: Listen to the current greeting or the new greeting just recorded. • Submit: Submit the new greeting just recorded. • Delete: Delete the current greeting. The mailbox reverts to using the default system greeting.
Email	<p>This system shows this option if you have a configured email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option used for new messages received by your mailbox. Use Change to change the mode displayed. Press Done to save the change. The modes are:</p> <ul style="list-style-type: none"> • Email Mode Off: Voicemail email is not used. • Email Mode Copy: Copy new voicemail messages to the email address, leaving the original message in the mailbox. • Email Mode Fwd: Forward new voicemail messages to the email address, deleting the original message from the mailbox.

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	Email Mode Alert: Send an alert email message to the email address, leaving the message in the mailbox.
Password	Change the mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail usage on or off. When off, the voicemail system does not answer unanswered calls.

Using the Visual Voice Button for Voicemail Transfer

PRETTY COOL FEATURE:

If pressed when you have a call is connected, the **Visual Voice** button allows entry of an extension number for direct to voicemail transfer of the connected call.