

Avaya Voicemail Quick Reference Guide

SET UP YOUR VOICEMAIL

First Time Login

- Dial *17
(you will hear the welcome message)
- If dialing from own extension, Press #.
Otherwise enter your extension and press #.
- Enter the password that has been assigned to you by your administrator.
NOTE: Default password 159357
- Enter **new password** and Press #
*Note: Your password can be 4 – 15 digits in length and **cannot** be consecutive numbers, repeated digits, or your extension*
- Re-enter **new password** and Press #

You will now be prompted to Record Your Mailbox Name for the “Dial by Name” directory: (wait until the voice prompt is finished before pressing 1 below)

- Press **1** and at the tone, speak your name
- Press **1** to stop recording (voicemail will replay your recording)
- Press **#** to accept, or press **1** to re-record

Record Personal Greeting

(Another option is using your [Visual Voice Mail](#) Button and select Greeting)

- Log into your mailbox
- Press **3** to select Personal Greetings
- Press **1** to Create or Change a Greeting
- Press **1** to select & record your greeting; begin speaking at the tone

Sample Greeting 1: “You have reached the voicemail of_____. I am unable to answer your call at this time. Please leave your name, number and a brief message and I’ll return your call.”

- Press **#** to end and approve your recording
- Press **0** to listen to your recording
- Press **1** to have your recording play for All Calls

Re-Record Personal Greeting

- Log into your mailbox
- Press **3** to select Personal Greetings
- Press **1** to Create or Change a Greeting
- Press **1** to select your greeting
- Press **1** to re-record
- Press **#** to end and approve your recording;
- Press **0** to listen to your recording

RETRIEVING YOUR MESSAGES

Retrieve Messages

- Dial *17
 - If dialing from own extension, Press #.
Otherwise enter your extension and press #.
 - Enter password, Press #.
Press 2 to get messages

Press 0 to play the message immediately and skip the message header

*Press *4 for help at any time*

*Press *7 to return to the activity Menu*

Press # at the end of a menu to return to the previous menu
- Note: A caller can press 1 to skip the message greeting and immediately leave a message after the tone.*

Mailbox Commands while listening to your messages

Description	Press	Description	Press
Restart Message	2	Delete	*3
Replay Header	23	Save & Play next Msg	#
Pause/Resume	3	Save Old or New Msg	**7
Back up 5 seconds	5	Previous Message	*2
Advance Forward	6	Exit/Log Off	**9
Reply/Forward a copy**	1	Skip Message Header	0

****Forward a copy instructions:**

- 1) Press **1** while listening to the message
- 2) Press **2**, then record your comment
- 3) Press **#**
- 4) Enter the mailbox number to forward to, then press **#**
Note: To add more mailboxes, repeat Step 4
- 5) Press **#** again to send

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ADDITIONAL OPTIONS

Record Temporary Greeting

Temporary Greetings can be selected to play for a period of 1 to 30 days. They are often used for vacation and business travel. When the Temporary Greeting expires, the greeting previously assigned begins playing.

- Log into your mailbox
- Press **3** to select Personal Greetings
- Press **4** to Administer Call Types
- Press **1** to Activate
- Press **9** to select Temporary Greeting
- Press **1** to record your Temporary Greeting
- Press **#** to end your recording
- Enter the number of days (**1 – 30**) you want the greeting to be active
- Press **#**; you will hear an announcement confirming your selection

If you log in during the time the Temporary Greeting is active, you will be given two options:

- Press **1** to deactivate your Temporary Greeting
- Press **#** to leave your Temporary Greeting active

VISUAL VOICE MAIL (you will not hear any tutorial via Visual Voice)

To Retrieve Voicemail Messages

- Press **Message** “Envelope” Button
- Enter voicemail password (if required)..... Press **Done** soft key
- Highlight “**Listen**” and press **Select** soft key
(The numbers next to “Listen” indicate the number of **New/Old/Saved** messages)
- Use the **Up/Down** arrow keys to highlight which messages you want to listen to
(**New messages....Old messages....or.....Saved messages**)
- Press **Select** soft key
- Scroll through your messages and highlight the message you wish to play
- Press **Play** soft key
- Use your soft keys to control Playback actions for the current message

To Delete or Save a Message

- Press **More** key
- Press **Delete** or **Save** (soft key)

Note: *Once a message has been played, it will be stored as an Old message unless you Save the message*

Change Mailbox Password

- Log into your mailbox (Dial *17)
- Press **5** to select Personal Options
- Press **4** to Change Password (*4 to 15 digits in length*)
- Enter your new password, followed by **#**
- Re-enter your new password, followed by **#**

Change Name Recording

- Log into your mailbox (Dial *17)
- Press **5** to select Personal Options
- Press **5** you will hear the current recording play
- At the tone, speak your first and last name
- Press **1** to end your recording
- Your new recording is played
Press **#** to accept, or press **1** to re-record

VISUAL VOICE MAIL (you will not hear any tutorial via Visual Voice)

To Record Personal Message/Greeting

- Press **Message** “Envelope” Button
- Enter voicemail password (if required)..... Press **Done** soft key
- Use the **Up/Down** arrow keys to highlight “**Greeting**”
- Press **Select** key
- Press **Record** to begin recording message
- Press **Stop** when finished
- Press **Listen** to hear your recorded message
- Press **Submit** to Save
- Press **Back & Exit** or the **Phone** Button to Exit