

# Avaya IP Office Voice Mail Quick Reference Guide

# IF YOU HAVEN'T SETUP YOUR NEW VOICE MAIL, PLEASE DO SO NOW...

- 1. From your new office phone dial 3640
- 2. Enter your extension and then press #
- 3. Press # when prompted for password
- 4. Enter a new password then press #
  - a. Password must be at least 6 digits
  - b. Cannot include your extension
  - c. Cannot be all repeating digits
  - d. Cannot be 6 sequential digits forward or reverse
- 5. Re-enter new password then press #
- 6. Record your name by pressing 1
- 7. Press 3 to record a personal greeting if desired, follow the prompts
- 8. End the call

#### Visual Voice Mail Quick Steps

From your office phone you can use Visual Voice Mail to easily listen to and manage messages.

- 1. Press the **™** MESSAGE key
- 2. Enter your passcode and press DONE
- 3. Select LISTEN
- 4. Use the up/down cursor keys to select New, Old or Saved messages
- 5. Use the up/down cursor keys to highlight the message and press PLAY
- 6. To delete the current message press MORE and then DELETE
- 7. To save the current message press MORE and then SAVE
- 8. To **forward** the current message press MORE and then COPY
  - a. Press SEND TO, enter the recipient's extension
  - b. Press ADD then SEND
  - Press CANCEL to return to the listen page

### Voice Mail to Email (optional)

You have the option to receive voice mail notifications or messages to your Clarion University email. To use this option follow these steps.

- 1. Press the MESSAGE key
- 2. Enter your passcode and press DONE
- 3. Use the up/down cursor keys to select EMAIL
- 4. Press CHANGE
  - a. OFF: no voice mail to email integration
  - b. COPY: forward a copy of new voice mail messages to your email leaving the original message in your voice mailbox. Forwarded messages are WAV file attachments.
  - C. FORWARD: forward a copy of new voice mail message to your email and delete the original message from your voice mailbox. Forwarded messages are WAV file attachments.
  - d. ALERT: send an alert email message to your email leaving the original message in your voice mailbox.
- 5. Press SAVE to save the selected setting



# **Avaya IP Office Voice Mail**

# **New Message Quick Steps and Reference Diagram**

# Have a new voice message? Here are the quick steps to listen to it...

The red beacon at the top right corner of your phone will stay lit when you have a new voice mail message.

#### **USING YOUR OFFICE PHONE**

- 1. Press the MESSAGE key
- 2. Enter your passcode, press DONE
- 3. Press ENTER (circular button at center of cursor keys) 3 times

### **USING YOUR HOME OR CELL PHONE**

- 1. Dial 814-393-3640
- 2. Enter your extension then #
- 3. Enter your passcode then #
- 4. Press 2 then 0

## Voice Mail Quick Reference Diagram

## **LOGIN** - Dial x3640 or 814-393-3640 - Enter extension then # - Enter password then # 2. RECEIVE **ACTIVITY MENU** 0 – Listen (dial \*4 anytime for help) \*\*7 – Save \*3 – Delete 2 – Get Messages 3 – Manage Greetings # - Skip 1 - Respond/Forward 5 - Personal Options 3. PERSONAL GREETINGS **0. LISTEN / 1. EDIT GREETINGS** 0 – List to greetings 0 - Replay 1 – Create, change or delete 1 – Record 2 - Review status 2 – Scan all \*3 - Delete 3 – Activate greeting 4 – Administer call types # - Save 3/4. GREETINGS / CALL TYPES 1 - All calls **5. PERSONAL OPTIONS** 2 – Internal calls 4 - Change Password 3 - External calls 5 - Record Name 4 - Engaged calls 5 - No reply calls 9 - Temporary greeting