

Avaya Aura Messaging (Voice Mail)

Voice Mail Commands page for commands available while maneuvering through the system

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| Anytime | <ul style="list-style-type: none"> ④ Skip/ Enter/ bypass a greeting/ interrupt a prompt ① Help * Cancel or backup one menu | |
| <ul style="list-style-type: none"> ① Review Messages ① ② Read ① ③ Saved ① ④ Delete pending messages | During Message <ul style="list-style-type: none"> ① Rewind (a few sec) ① ① Rewind to start ② Pause/ Resume ③ Fast Forward (a few sec) ③ ③ Fast Forward to end ④ Slow Playback ④ ④ Slowest Playback ⑥ Fast Playback ⑥ ⑥ Fastest Playback ⑦ Delete #Skip to the next message | After Message <ul style="list-style-type: none"> ④ Replay ⑤ Message Details ⑥ Forward (with intro) ⑥ ① Forward (without intro) ⑥ ⑥ Forward (rmv prev intros) ⑦ Delete ⑧ Reply ⑧ ⑧ Call Sender ⑨ Save # Skip to the next message |
| ② Send Messages | Step 1: Record Message when finished press # Step 2: Address Message <ul style="list-style-type: none"> • Enter a mailbox number • Spell a name or distribution list • Say a name or distribution list | <ul style="list-style-type: none"> ① Hear delivery options ① ① Private ① ② Important ① ④ Future Delivery ⑥ Add more recipients * Cancel #Send |
| ④ User Preferences | <ul style="list-style-type: none"> ① Features <ul style="list-style-type: none"> ① ① Notify Me (on/off) (*Must be configured by administrator) ① ② Reach Me (on/off) (*Must be configured by administrator) ① ③ Auto Log in (on/off) (*Must be configured by administrator) ① ④ Message Blocking ② Administrative Options <ul style="list-style-type: none"> ② ① Password ② ④ Date and time paycheck (on/off) (*default is set to on) ③ Greetings <ul style="list-style-type: none"> ③ ① Personal Greeting <ul style="list-style-type: none"> ③ ① ② Record personal greeting ③ ① ② ① Away from phone (*Must be configured by administrator) ③ ① ② ② Busy (*Must be configured by administrator) ③ ② Extended absence (*Caller cannot skip greeting) ③ ③ Name ③ ④ Change optional greeting ③ ⑤ Activate optional greeting | |
| ⑤ Restart | | |
| * Exit | | |

ACCESSING VOICE MAIL

- From a phone on the system
 - Dial voice mail extension (**78800**) or press the *Messages* key.
 - At the prompt press # (to access your mailbox)
 - Enter password followed by the # key. (**86245** = temporary password).
- From an outside line
 - Dial **957-8800**, the direct number to voicemail, you reach the system greeting.
- or- Dial your DID number to reach your greeting.
 - During your greeting, press * *, to get to the system greeting.
 - At the system greeting press the # key.
 - Enter your 7-digit mailbox number followed by the # key.
 - Enter your password followed by the # key.

HOW TO LEAVE A VM WITHOUT RINGING PHONE

- Access Voicemail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message for.

Note: You can also transfer a caller into someone's voicemail by using the above with the transfer feature.

HOW TO TRANSFER TO VM WITHOUT RINGING PHONE

- After you receive a call on your line, press the "Transfer" soft key
- Press the Msg/Inbox key
- Press * at any time to get to the system greeting
- The voice message will ask you for the mailbox number. Enter the 7-digit mailbox number for the party you wish to leave a message for (without the # at the end)
- Press the "Transfer" soft key

NOTES:

- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the system.
- You will be forced through an enrollment process the first time you log in to the system (Change Password, Record Name, Select Greeting - Standard System Greeting / Personal Greeting).
- Your temporary password is **86245**.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- You can have up to six invalid login attempts then your mailbox will be disabled. You can have three invalid login attempts per session.