

Volume

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MICHIGAN STATE UNIVERSITY

Telecommunication Systems

Avaya Voicemail User Guide

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Table of Contents

| | |
|---------------------------------------|---|
| Voicemail Overview | 2 |
| Getting Started..... | 2 |
| Accessing Your Mailbox..... | 2 |
| Main Menu | 3 |
| Playing Messages | 4 |
| After Playback..... | 4 |
| Making Messages For Another User..... | 5 |
| Message Addressing Options | 5 |
| User Options | 7 |
| User Options | 7 |
| Index | 9 |

Voicemail Overview

This section will describe how to set up voicemail on your Avaya phone.

The procedures in this section allow you to access your voicemail on the Avaya telephone via a one-touch button. While in your mailbox, it gives you the option to playback, save and delete your messages, as well as make a new message for another user and change your user options. If necessary, contact the Telecom Systems at 517-353-5515 for assistance with this service.

Getting Started

When accessing your voicemail for the first time, a verbal tutorial is automatically activated, which will guide you through your voicemail setup. Be prepared to record your greeting, your name and a 4-10 digit passcode.

To set up your voicemail:

1. Press the **Messages** button.
2. The tutorial will ask you to enter a temporary passcode: **78283 (STATE)**.
3. Follow the tutorial directions to continue with your voicemail setup.

Accessing Your Mailbox

After you have set up your voicemail, you can check your messages at any time. The red message waiting light will illuminate when a caller leaves a message in your mailbox.

To access your mailbox from your own phone:

1. Press the **Messages** button.

2. Enter your passcode when prompted.
3. Follow the directions to playback and delete messages in your mailbox.

To access your mailbox from a campus phone other than your own:

1. Dial: **2-2100**.
2. When it asks for your passcode, press *****.
3. Enter your 5-digit campus phone number.
4. Press *****.
5. Enter your mailbox passcode when prompted.
6. Follow the directions to playback and delete messages in your mailbox.

To access your mailbox from off-campus:

1. Dial: **517-432-2100**.
2. Enter your 5-digit campus phone number.
3. Press *****.
4. Enter your mailbox passcode when prompted.
5. Follow the directions to playback and delete messages in your mailbox.

Main Menu

You will always be offered the option of listening to your messages first. If you do not play any messages, but stay on the line, the Main Menu options will be offered.

Main Menu Options:

1. Press **P** to play the first message.
2. Press **M** to make a message.
3. Press **U** to change user options.
4. Press **X** to exit the system.

Playing Messages

While you are playing your messages, there are some options you can use to maximize playback ability.

To move backward 5 seconds:

1. Press *****.

To move forward 5 seconds:

1. Press **#**.

To pause for 30 seconds:

1. Press **1**.
2. Press any key to resume.

To skip ahead to the next message:

1. Press **8**.

After Playback

After you have listened to a message, you have the following options:

1. Press **K** to keep the message.
2. Press **R** to replay the message.
3. Press **D** to discard the message.
4. Press **A** to answer the message.
5. Press **G** to give the message to another user. Enter mailbox number or distribution list number and record your comments.
 1. Press **R** to review your recording.
 2. Press **D** to discard and record again.
 3. Press **A** to append your recording.
 4. Press **M** to activate message addressing options.
 5. Press **X** to send your recording and exit.

6. Press **K** to keep or **D** to discard the message.

Making Messages For Another User

With your voicemail system, you are able to record a message for another user.

To make a message for another user:

1. Access your mailbox.
2. Press **M** to make a new message for another user.
3. Enter the recipient's 5-digit mailbox number or the 2-digit distribution list number. If you are sending your message to more than one person, you may continue to input mailbox numbers and/or distribution list numbers. To cancel an entry if entered incorrectly, press *****.
4. Press **#** to begin recording your message. If necessary, press ***** to pause/resume during recording.
5. After recording, press:
 1. **R** to review your recording.
 2. **D** to discard and re-record.
 3. **A** to append your recording.
 4. **M** to activate message addressing options.
 5. **X** to send the message and exit to the main menu.

Message Addressing Options

Message addressing options can be accessed after you have recorded a message for another user.

To access your message addressing options:

1. Access your mailbox.
2. Make, give or answer a message.
3. Press **M** to access message addressing options.

1. Press **C** to mark message as confidential. This prevents a message from being sent to another user's mailbox.
2. Press **R** to request a receipt. When the recipient plays the message, the system will send you a notification.
3. Press **U** to mark message urgent. This will place the message first in the recipient's mailbox.
4. Press **F** to schedule for future delivery. Messages can be given up to 30 days in advance. The system will prompt you to enter the month, day and time of delivery.
5. Press **X** to exit message addressing options.

User Options

This section will describe how to set up voicemail on your Avaya phone.

The procedures in this section allow you to access your voicemail on the Avaya telephone via a one-touch button. While in your mailbox, it gives you the option to playback, save and delete your messages, as well as make a new message for another user and change your user options. If necessary, contact the Telecom Systems at 517-353-5515 for assistance with this service.

User Options

To change your greeting:

1. Access your mailbox.
2. Press **U** for User Options.
3. Press **G** for Greeting.
4. The system will tell you if you have your Primary or Conditional greeting enabled (both cannot be enabled at the same time). When the Primary greeting is enabled, it is the only greeting a caller will hear. When the Conditional greeting is enabled, a caller will hear different greetings for Busy, No Answer and Call Forward. Follow the directions to record or change your Primary and Conditional greetings.
5. Press **E** to enable the correct greeting.
6. Press **X** to exit and save your changes.

To change your name recording:

1. Access your mailbox.

2. Press **U** for User Options.
3. Press **N** for Name.
4. Follow the directions to record your name.
5. Press **X** to exit and save your changes.

To change your passcode:

1. Access your mailbox.
2. Press **U** for User Options.
3. Press **P** for Passcode.
4. Enter your new 4-10 digit passcode and wait for the system to confirm your change.
5. Press **X** to exit and save your changes.

You can also create a list of two or more voicemail users to whom messages are sent simultaneously. To create/maintain distribution lists:

1. Access your mailbox.
2. Press **U** for User Options.
3. Press **L** for Distribution List.
4. Enter the list number (01 to 09).
5. Follow the directions to name, add and drop members to your list.
6. Press **X** to exit and save your changes.

To activate Tutorial:

1. Access your mailbox.
2. Press **U** for User Options.
3. Press **T** for Tutorial.
4. Follow the tutorial directions to change your greeting, record your name and record your passcode.

Index

distribution lists, 8
greeting, 2, 7, 8
mailbox, 2, 3, 4, 5, 7, 8
messages, 2, 3, 7, 8

name, 2, 7, 8
passcode, 2, 3, 8
tutorial, 2, 8
voicemail, 2, 7, 8