Avaya Voicemail System

When you first call your voicemail, you will need to set it up.

1. You will be prompted for your extension. You can hit the # button – no need to enter extension when calling from your computer.
    1. To find your extension, click on the Person Icon on upper Left
2. The program will prompt you for your password, 0000#
3. Then ask you to create a new password (must be 6 numbers long)
4. You will be prompted to say your name
5. Last, you will hear a menu of options. The next slide shows the options available.

Just like our current program, there are many types of voicemails you can set up:
To keep things simple, stick with All Calls and Temporary Greetings.

- **All calls** - anyone calling will receive this voicemail
- **Internal calls** – As it sounds anyone calling from within the company using your extension will get this message
- **External calls** – Anyone using your 10 digit number to call will get this message
- **Engaged calls** – If you are on the phone, this is what customers will hear
- **No Reply** – if your phone rings and you do not pick up
- **Temporary Greeting** – Perfect for vacation or out of office days. This can be changed as often as needed without changing your primary greeting.

Voicemail Menu

Press:
1 to Record To send voice messages to other phones
2 to Retreive Message All voicemail will be emailed
3 for Greetings Use this to set up your voicemail

Once you press 3 for Greetings you will have the following options.
Press:
0 to Listen to Greetings
1 to Create, Change or delete
2 to Scan all Greetings
3 to Activate Greeting
4 to Administer Call Types

0. Listen / 1. Edit Greeting
Replay – 0
Review Status – 2
Record – 1
Delete - *3
Save #

3 / 4 . Greetings/Call Types
All Calls – 1
Internal calls – 2
External Calls – 3
Engaged Calls – 4
No reply calls – 5
Out of House calls – 6
Out of Service Calls – 7
Default Greeting Calls – 8
Temporary Greeting - 9

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All Calls and Temporary Greetings.