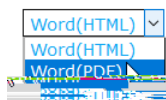




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To print or export this document, click the drop down in the upper right of this screen and select either Word (PDF) or Source.

# Avaya Voicemail

## [Persona Greetings](#)

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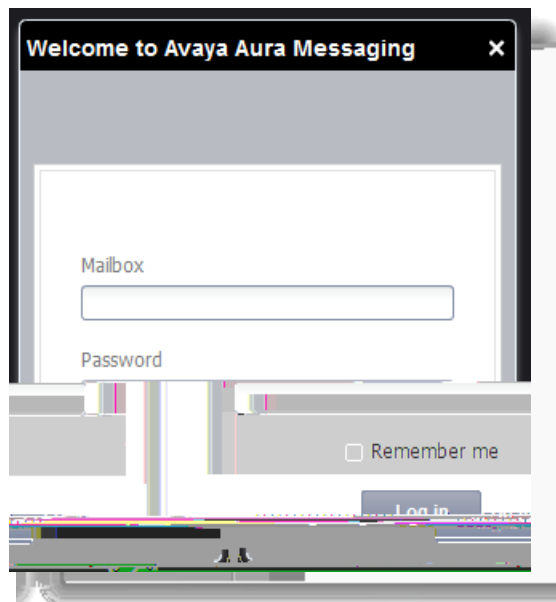
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[Persona Greetings](#)

## LOGGING IN

2. Mailbox: enter Extension Number (four digits)



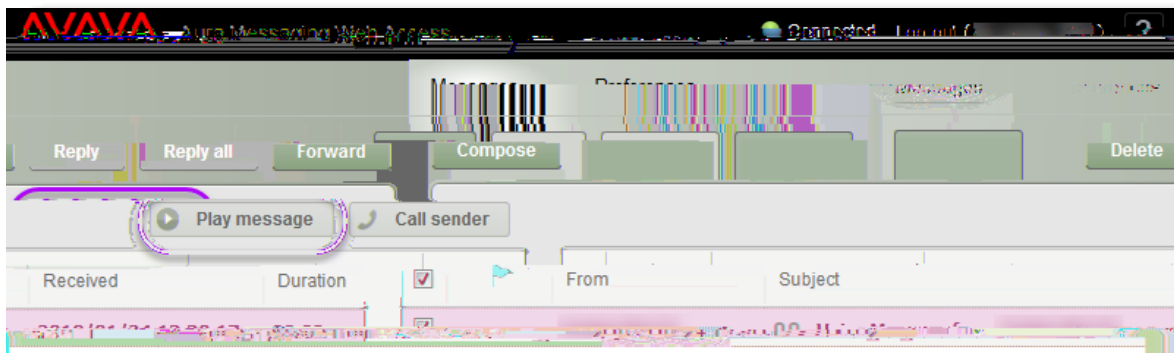
## LISTENING TO MESSAGES

New messages appear in a list form. To listen to a message:

1. Click on the message to select it
2. Click Play Message

OR

1. Double click on a message

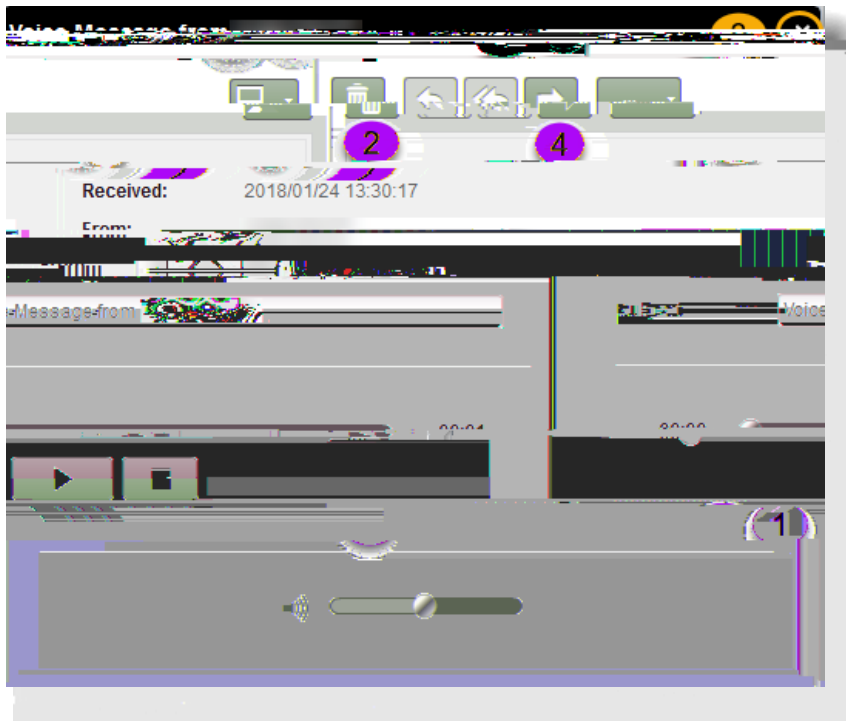


## Message Window

After selecting Play Message or double clicking on a message a new window will open.

In this new window the following options are present:

1. Play/replay the message
2. Delete the message
3. Close the message without deleting
4. Forward the message

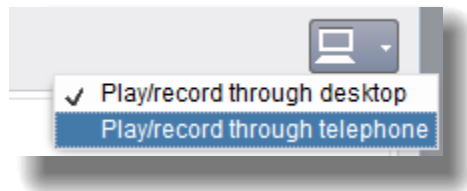


## Listenthrough CampusPhone

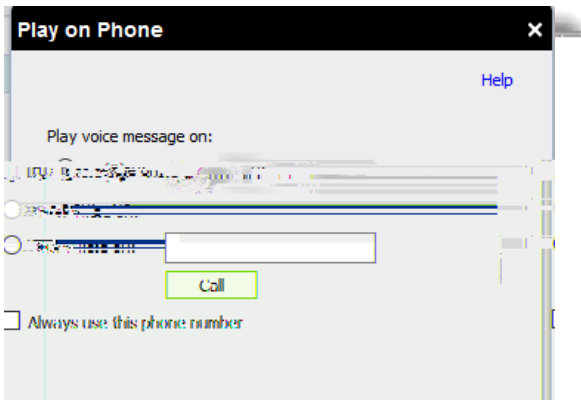
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To listen to a message through phone:

1. In the message window, in the upper right corner, click on the computer image



2. Select Play/record through telephone: the icon will change to a picture of a telephone
3. A pop up window will appear, with the extension number listed
4. Click Call to send the message to the phone, then pick up the phone to listen to the message
5. There may be a prompt to enter the voicemail password first



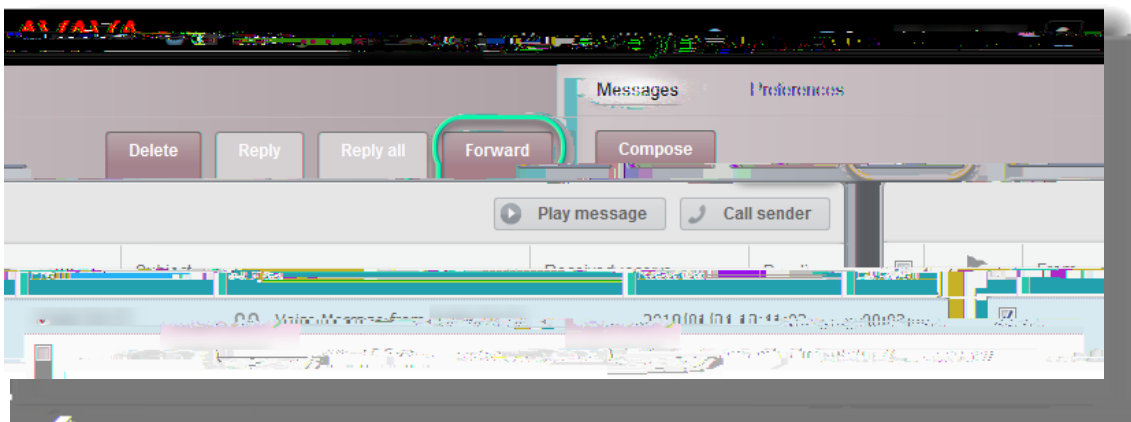
Mobile listening is not an option that can be selected from this screen. However, if you want to listen to messages through a mobile phone, follow the directions in the last section: [Access Voice Mail by Phone](#).

## Forwarding Messages

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To forward a message:

1. On the Avaya home screen, select the message
2. Select Forward



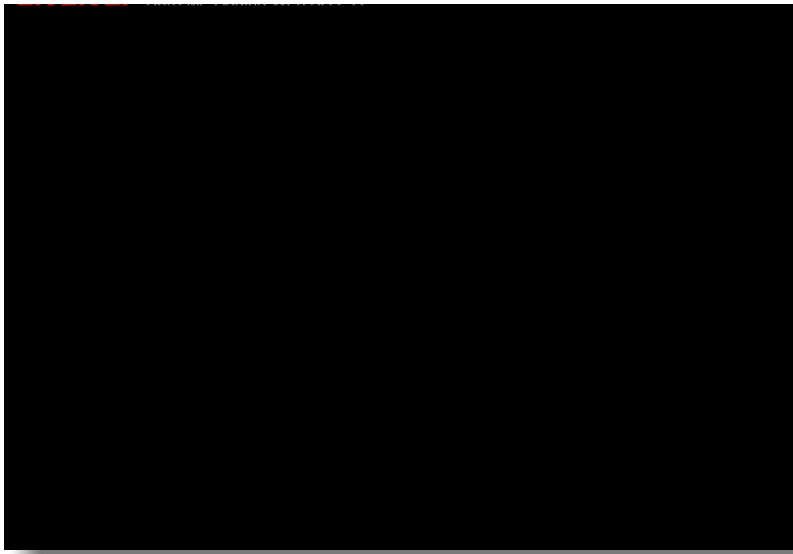
3. A pop up window will appear
  - a. In the "To:" space, type the full name of foll5.308990488Aj 28r\*,650e

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4. The name and extension will appear below the search field
5. Click Send to forward the message



There is also a Forward option in the Play Message



## ADDITIONAL OPTIONS

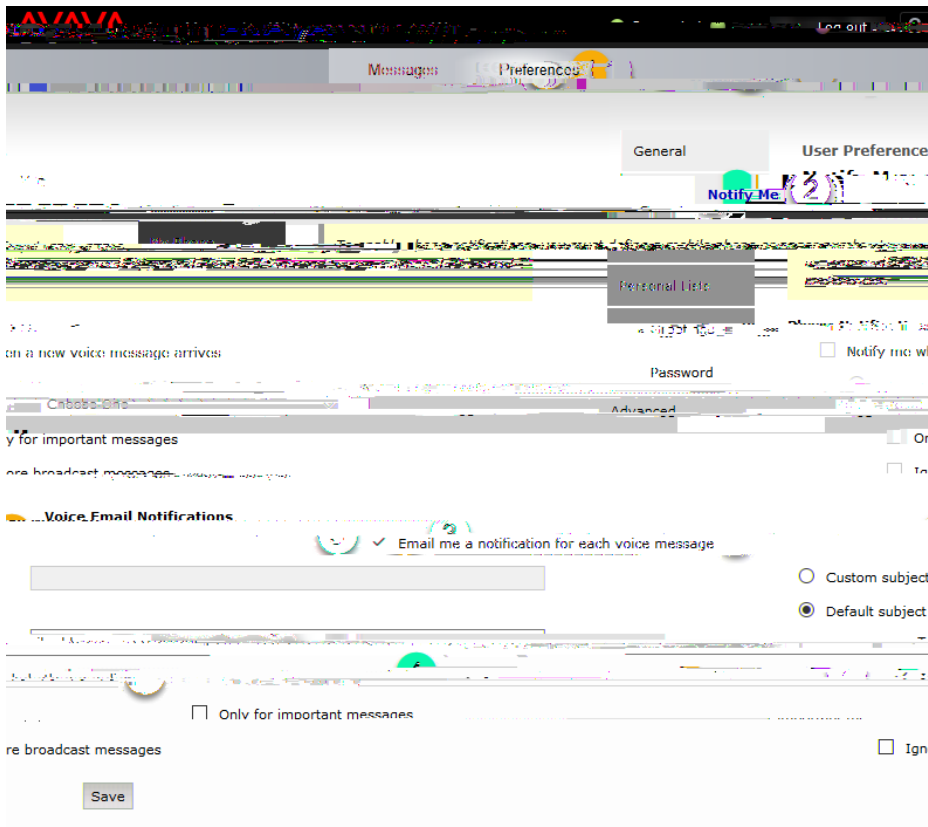
### Receive Voicemail in Email

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Users have the option to receive voicemail messages in their email inbox. These messages will also continue to appear on the Avaya messaging web portal as well. To begin receiving messages in an email inbox:

1. On the Avaya Messaging home screen, select Preferences
2. On the left menu, select Notify Me
3. Check the box next to "Email me a notification" for each voicemail message
4. Optional: Select "Include the Recording" to also receive the recording in the email inbox  
Caution: this will use mailbox space

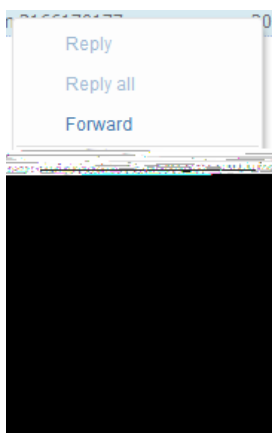
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## Marking Messages as Unplayed

Similar to marking an email Unread, there is an option to mark a voice message as "unplayed."

1. In the Avaya Homescreen, select the message
2. Rightclick, and select Mark as unplayed





# Voicemail Management by Phone

## LISTENING TO MESSAGES

To access messages by phone:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. To listen to messages, Press 2
4. After message headers, press 0 to listen to the message
5. To delete a message, press \*D
6. To skip a message, press #

For a full list of touchtone options, see the Avaya Navigation Sheet.

## PERSONAL GREETINGS

To record personal greetings through the phone menu:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. For personal greeting options, Press 3
4. To record a personal greeting, press 1

For a full list of touchtone options, see the Avaya Navigation Sheet.



**Key press**

#

**Selecting recipients**

# + #

**Avaya Aura<sup>SM</sup> Messaging**

2

3

#

**Broadcast messages**

9 + 1

9 + 2

9 + 3

**Manage greetings**

3 + 0 + 1

3 + 0 + 2

3 + 0 + 3 + 1

3 + 1 + 1

3 + 1 + 2

3 + 1 + 3 + 1

3 + 3 + 1

3 + 3 + 2

3 + 3 + 3 + 1

3 + 5 + 3 + 1

3 + 5

3 + 5 + 2 +

3 + 0 + 2 +

3 + 2 +

3 + ( 0 / 5 ) + 2 +

+ # + #

?Ym dfYgg  
jbd ih

**BUj][Uh]cb' aYbi'5iX]I<sup>□</sup>**

