



**Avaya Voicemail User Guide  
Albuquerque  
505-383-8888**

**NEW MAILBOX SETUP:**

- Call the voicemail system @ **3-8883**
- Enter the default security code: **1537**

You will be setting up your mailbox using the tutorial, which will walk you through each step of the process. Follow the system prompts; it will ask you to:

- **Establish your security code:**
  - Enter a new security code when prompted (4 to 15 digits in length)
  - Press **#**
  - Re-enter the new security code to confirm it
  - Press **#** to finish
- **Record your name (record your first and last name only)**
  - Press **2** to start recording your name when prompted
  - Press **2** to stop recording
  - Press **6** if you want to review your name recording
  - Press **4** if you want to discard the recording and re-record
  - Press **5** to save your name recording
- **Record your standard greeting**
  - Press **2** to start recording your standard greeting
  - Press **2** to stop recording your standard greeting

- Press **6** if you want to review your standard greeting
- Press **4** if you want to discard the recording and re-record
- Press **5** to save your standard greeting
- Press \* twice to exit the voicemail system

**Suggested Greeting:**

You have reached the voicemail of \_\_\_\_\_ at \_\_\_\_\_. Please leave a message and I'll return your call as soon as possible. Thank you.

## VOICEMAIL GREETINGS

### **CallXpress supports two different greeting types:**

**Standard Greeting** – The standard greeting is the normal default greeting that is played when visitors reach your voicemail box.

**Out-of-Office Greeting** – The out-of-office greeting is designed to be used as an alternative greeting to give a visitor a more detailed message for periods of extended absence by the box holder. The out-of-office greeting is enabled when one is recorded, and is in effect until it is disabled. The voicemail system will always remind you that it is enabled until you disable it.

### **CREATING A STANDARD GREETING:**

- **Regular Setup:**
  - Call the voice mail system @ **3-8883**
  - Enter your security code
  - Choose option **3** (PhoneManager)
  - Press **1** (personal options)
  - Press **3** (record personal greeting)
  - Press **2** (normal greeting)
  - Current greeting will play
  - Press **2** to start recording a new greeting
  - Press **2** to stop recording
  - Press **6** to review
  - Press **5** to save the new greeting or press 4 to discard and re-record
  - Press \* four times to exit your voicemail box
  
- **Quick Setup (Does not allow for review of the recorded greeting)**
  - Call the voicemail system @ **3-8883**
  - Enter your security code
  - Choose option **3** (PhoneManager)
  - Press **4** (record your standard greeting)
  - Record your greeting
  - Press any key to stop recording
  - Press **5** to save new recorded greeting
  - Press \* three times to exit your voicemail box

## **CREATING AN OUT-OF-OFFICE GREETING:**

- **Regular Setup**
  - Call the voicemail system @ **3-8883**
  - Enter your security code
  - Choose option **3** (PhoneManager)
  - Press **1** (personal options)
  - Press **3** (record personal greeting)
  - Press **3** (out-of-office greeting)
  - Current greeting will play
  - Press **2**
  - Press **2** to start recording a new greeting
  - Press **2** to stop recording
  - Press **6** to review
  - Press **5** to save the new greeting or press 4 to discard and re-record
  - Press \* four times to exit your voicemail box
  
- **Enabling the Out-of-Office Greeting**
  - Enter your mailbox, choose 3 (PhoneManager)
  - Press **1** (personal options)
  - Press **3** (record personal greeting)
  - Press **3** (out-of-office greeting)
  - Press **5**
  - Press \* four times to exit your mailbox

### **ACCESSING VOICE MAIL:**

- **From your desk**
  - Call the voicemail system @ **3-8883**
  - When the system answers, enter your security code
  
- **From another desk in the office**
  - Call the voicemail system @ **3-8883**
  - When the system answers, press \* then #, enter your mailbox number then enter your security code.
  
- **From outside the office**
  - Call the voicemail system @ **505-383-8883**
  - When the system answers, press # and enter your mailbox number then enter your security code.

## QUICK REFERENCE GUIDE

### Accessing your Messages

- Press **1** to **listen to new** unread and recently read messages
- Press **5** to **listen to saved** messages
- Press **7** to **recover deleted** messages

### While Listening to a Message

- Press **1** to **pause**
- Press **1** again to **continue**
- Press **2** to **forward** message
- Press **3** to **back up** 5 seconds
- Press **4** to **delete** message
- Press **5** to **save** message
- Press **6** to **listen to message again** from beginning
- Press **7** to **skip** to the next message
- Press **8** to **reply** to a message
- Press **9** to **advance through the message** in 5-second increments

### Managing Your Mailbox

- Press **3** for **PhoneManager**
- Press **1** for **Personal Options**
- Press **3** to access the option to **record a personal greeting**
  - Press **2** to **record a normal greeting**
    - Press **2** to **begin recording your greeting**
    - Press **2** again to **stop recording**
  - Press **3** to **record an out of office greeting**
    - Press **2** to **begin recording your greeting**
    - Press **2** again to **stop recording**
  - Press **4** to **delete your greeting**
  - Press **5** to **save your greeting**
  - Press **6** to **review your greeting**
- **Customize Your Mailbox**
  - Press **3** for **PhoneManager**
  - Press **1** for **Personal Options**
  - Press **4** to **change your security code**
  - Press **5** to **record your name**