Avaya Voicemail User Guide

Santa Fe

505-827-9688

Voicemail Access Number: 827-9688

NEW MAILBOX SET-UP:

- Call the voice mail system.
- Enter the default security code – **0000 (4 zeros)**

Follow the system prompts; it will ask you to enter a new

- **Security Code** *(between 4 and 15 digits)*
- **Mailbox Name** *(record only your first and last name)*
- **Mailbox Greeting** *(make it brief and informative)*

EXIT VOICEMAIL PROPERLY:

- Press **(*)** several times to exit the system.
- Doing this helps the voicemail system disconnect from the line, freeing the line more quickly for the next person.

ACCESSING VOICE MAIL

- **From your desk**
  Call the Voicemail System @ 7-9688.
  When the system answers, enter your security code.

- **From another desk in the office**
  Call the Voicemail System @ 7-9688.

  When the system answers, press **(*)** then # enter your mailbox number then enter your security code.

- **From outside the office**
  Call the Voicemail System @ 827-9688.
  When the system answers, press # and enter your mailbox number then enter your security code.

QUICK MESSAGE

- Call the Voicemail system @ **7-9688**.

- When the system answers press **(*) 9**
- Enter the 5 digit extension number of the person you want to leave a message for followed by the # sign.
- Record your message, press **2** to end recording and **5** to send.
- Hang up

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 **Phone Manager**
- 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**

CallXpress® Quick Reference Card

Main Subscriber Menu

Listen to new messages (unread, then read)	1
Listen to saved messages	5
Listen to deleted messages	7
Listen to selected messages	6
Record and send a message	2
Set user options	3

Message Ordering

Voice messages	1
Fax messages	2
Email messages	3
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Reply	8
Advance five seconds	9
Info / group options	0

Continue listening	1
Change language†	3
Increase speed†	4
Set bookmark	5
Increase volume†	6
Decrease speed†	7
Resume from bookmark	8
Decrease volume†	9

Select mailbox	1
Record	2
Transfer to extension	3
Transfer to number	4

Message info	0
Select message	1
Cancel selection	2
Select all messages	7
Cancel all selections	8

Manage Selected Messages

Listen	1
Forward group	2
Delete group	4
Save group	5

Speak your message	
Stop recording	2

Recording Options

Approve for sending	#
Pause or continue	2
Back up five seconds	3
Discard and start over	4
Review	6
Advance five seconds	9
Set routing options	0

Future delivery	1
Set urgent status	2
Restrict forwarding	3
Append a fax	4
Request a receipt	5
Leave callback number	8
Return to Recording Options	*

Enter a mailbox number, *optionally followed by . . .*	#

Remove last number entered	*
Cancel message	* *
Send message	#

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting	5
Record your out-of-office greeting	6

Personal Options

Change message notification	1
Change daily message reminder	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language selection	7
Change SMS notification	8

Busy greeting	1
Standard greeting	2
Out-of-office greeting	3

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message presentation ordering	5
Change message envelope settings	6

Automated Attendant Options

Change call screening	1
Change call blocking	2
Change extension-specific processing	3
Change diverted call processing	4

†Depending on how your CallXpress system is set up, these commands may not be available. Please consult your system administrator for additional information.