

Voice Mail Basics

Access Voice Mail — In the Office: Press the **Message button**
From Outside The Office dial (718) 405-3777 and follow the prompts.

Logging into Voice Mail the First Time

- **Press the Message button.** At the prompt, dial your extension number followed by the # sign. You will be prompted to enter your password — the first time you log into your new voice mail there is **no** password — simply **press #**.
- Follow the prompts and record your name
- Follow the prompts and enter a new password. Passwords must now be a minimum of 4 digits and a maximum of 15 digits. If you forget your password, contact your system administrator

Recording Your Greeting *You can pre-record 1 primary greeting and up to 3 alternate greetings.* After logging into voice mail:

- Press **3** (Administer greeting)
- Press **1** (Create/change a greeting)
- Press **1** (Greeting number)
- Record your greeting at the prompt
- Press **1** (Stops your recording and allows you to edit your greeting)
- Press **2,3** (Listen to greeting you recorded)
- Press **2,1** (Re-record greeting)
- Press **#** to approve greeting
- Press **1** to use this greeting for all calls

Note: Additional greetings can now be recorded.

Activate a Different Greeting

After logging into voice mail:

- Press **3** (Administer greeting)
- Press **3** (Activate greeting)
- Enter desired greeting number

Retrieve Your Messages

After logging into voice mail:

- Press **2** (Getting messages)
- Press **0** (To listen to message)

Note: While listening to your message you have the following useful options:

- Press **5** (To back up in 4 second increments)
- Press **3** (To pause the message while you take notes)
- Press **2, 3** (To hear the date and time stamp again)
- Press **#** (To skip to the next message)
- Press **1** (To respond to an internal extension's message)
- Press ***D** (To delete message)

Send Messages *Record and Send a Memo*

After logging into voice mail:

- Press **1** (Record message)
- Press **1** (Stop recording)
- Press **#** (To approve message)
- Enter extensions + # for each addressee
- Press **#** (To finish addressing)
- Press **#** (To mail immediately)
- Press **0** for mailing options (i.e., scheduling delivery)

AVAYA IP Office Intuity

| | | | |
|---------------------|---------------------------|--|--|
| After Login | | 2 Get Messages | |
| 1 Record | 0 Skip header | 6 Advance | |
| 2 Get Messages | 1 Reply | # Save & skip | |
| 3 Greetings | 2 Restart | * 3 ^o Delete | |
| 5 Personal | 3 Pause on/off | * * 8 ^u Undelete | |
| 7 Quick Scan | 5 Rewind | * * 4 Skip | |
| 7 Quick Scan | | General | |
| 1 All | * 4 ⁿ Help | * * 6 ⁿ Name/Number Directory | |
| 2 Headers only | * 7 ⁿ Return | * * 7 ⁿ Relogin | |
| 3 Messages only | * 8 ⁿ Transfer | * * 9 ^x Exit | |
| | * 0 Operator | | |

| | | | |
|-----------------------|-------------------------------------|-------------------------------|------------------|
| Record Message | | 3 Greetings | |
| 1 Record | 1 Start/Stop | 2 3 Playback | 0 Listen to... |
| | 2 Rewind | * 3 ^o Delete | 1 Create, change |
| | # Approve | | 2 Scan all |
| | # Enter address | | 3 Activate |
| | * 2 ^a Name/Number Switch | 5 Personal | |
| | * 3 ^b Delete address | 4 Password | |
| | # # Finish addressing | 5 Record Name | |
| | # Send | 6 Address after/before record | |
| | | 7 1 Call Answer | |

Note: Unsaved messages are deleted after a period. To save, press # when played. 40DHB0002USDQ Issue 2 (07/02/2002)

Sample Greetings

DAILY GREETING

Hello, this is _____. Today is Monday, February 17. I am either on my telephone or away from my desk. Please leave a detailed message at the tone and I will return your call [shortly] [within two hours].

GENERIC GREETING

Hello, this is _____. I am either on my telephone or away from my desk. Please leave a [detailed] message at the tone and I will return your call shortly. Thank you.

OUT OF THE OFFICE

Hello, this is _____. I am out of the office today, but will be checking my messages and returning calls frequently. Please leave a [detailed] message at the tone and your call will be returned [shortly] [within two hours]. If you need immediate assistance, please call the HelpDesk at ext. 3340. Thank you.