

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

- 1** Record
- 2** Get Messages
- 3** Greetings
- 5** Personal
- 7** Quick Scan

Get Messages

- 0** Skip header
- 1** Reply
- 2** Restart
- 3** Pause on/off
- 5** Rewind
- 6** Advance
- #** Save & skip
- * 3^o** Delete
- * * 8^u** Undelete
- * * 4** Skip

Quick Scan

- 1** All
- 2** Headers only
- 3** Messages only

General

- * 4ⁿ** Help
- * 7ⁿ** Return
- * 8^r** Transfer
- * 0** Operator
- * * 6ⁿ** Name/Number Directory
- * * 7ⁿ** Relogin
- * * 9^x** Exit

Record Message

1 Record

- 1** Start/Stop
- 2** Rewind
- 3** Playback
- * 3^o** Delete
- #** Approve

Enter address

- * 2^A** Name/Number Switch
- * 3^B** Delete address
- # #** Finish addressing

Send

Note: Unsaved messages are deleted after a period. To save, press **#** when played.

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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.