



IP Telephony

Contact Centers

Mobility

Services

Avaya Distributed Office voice mail Quick Reference Guide

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This guide explains how to use Avaya Distributed Office voice mail.

Logging in from an onsite location

1. Enter the Distributed Office voice mail extension, _____, to access the voice mail system.
2. Identify your mailbox:
 - From your own telephone extension press **#**.
 - From another telephone extension, enter your extension, and then press **#**.
3. Enter your Password, and press **#**.
 - *Note:* When you first log in, your password is not set. Press **#**. Follow the prompts to enter a new password, record your name and select your preferred language (if applicable).

Logging in from a remote location:

1. Call in on a line that is answered by the Distributed Office Messaging Automated Attendant or Call Answer Service. When you hear the menu or greeting, press *** 7**. See your system manager for the voice mail service number.
2. Enter your extension, and press **#**.
3. Enter your password, and press **#**.
 - *Note:* When you first log in, your password is not set. Press **#**. Follow the prompts to enter a new password, record your name and select your preferred language (if applicable).
4. The system announces the number of new messages and old messages that you have in your mailbox.

Options

After you log in, choose an option:

Press	For
①	Recording and sending messages.
②	Listening to messages
③	Recording or deleting a Personal Greeting
④	Changing your Personal Operator
⑤	Personalizing your mailbox.
⑥	Using Outcalling
⑧	Choosing Call Answer Mode
* ⑧	Transferring to another extension

Your messages

About message categories

You can assign Priority, Private, and Return Receipt categories to messages you send.

- Priority messages are heard first when listening to new messages.
- You cannot forward Private messages.
- Return Receipt messages notify you when the message is listened to by the recipient.

You can assign one, two, or all categories to a message.

Listening to messages

1. Log in to voice mail.
2. Press ② to get messages. The system plays the message header.
3. Choose an option:
 - To listen to the message, press ①. If the message is a fax it will be transferred to your email (if configured).

- To skip the message, press #.
- The message will remain as “new” until you listen to the body.
- To replay the header only, press ② ③.
- To delete the message, press * ③.
- To play or replay the message, press ①.
- To change the message status back to new, press * ⑥, then press # to go to the next message. The next time you log in for messages, you hear this message again as a new message.
- To return to the previous message, press * ⑤. To backup to the desired message, press * ⑤ repeatedly.
- To respond to the message, press ①.

Note: Delete faxes which you have transferred in order to free space in your voice mail.

Responding to messages

1. After the recorded message plays, press **1** to respond to the recorded message.
2. Choose an option:
 - To reply to the sender by voice mail, press **1**. Go to step 3.
Note: the sender must have a mailbox in the system.
 - To forward the recorded message, press **2**. Go to step 5.
 - To call to an internal sender back, press **3**. Go to step 5.
3. Record your response and then press **1**.
4. Choose an option:
 - To approve, press **#**.
 - To play back your comments, press **2 3**.
 - To re-record your response, press **2 1**.
 - To cancel responding or forwarding, press *** 3**.
5. Do one of the following:
 - If you are responding to the message, go to Step 6.
 - If you are forwarding the message, do one of the following:
 - Record a comment that will be heard by the recipients before the message, then press **1**.
 - To play back the recording, press **2 3**.
 - To re-record the comment, press **2 1**.
 - To delete the comment, press *** 3**.
 - To approve the recording, press **#**.
- Enter the extension of an a recipient, then press **#**.
- To use your Personal Mailing Lists, press *** 5**. Then enter the Mailing List number (from 1 to 10). Then press **#**.
- To use the Directory to add an extension, press *** 2**. (See Using the Directory to find an extension by name).
- To delete the last recipient, press *** 3**.
- Repeat the above steps to address the message to other recipients.
6. Press **#** when you finish.

Recording and sending messages

1. Log in to voice mail.
2. Press **1** to record a message.
3. Record your message.
4. Press **1** when you finish recording.
5. Choose an option:
 - To approve the recorded message, press **#**. Go to Step 6.
 - To play back the recorded message, press **2 3**.
 - To re-record the message, press **2 1**. Go to Step 3.
 - To delete the recorded message and return to the voice mail Activity Menu, press *** 3**.

6. Choose an option:

- Enter the extension of an a recipient, then press **#**.
- To use your Personal Mailing Lists, press *** 5** Then enter the Mailing List number (from 1 to 10). Then press **#**.
- To use the Directory, press *** 2**. (See Using the Directory to find an extension by name)
- To delete the last entry, press *** 3**.

Repeat Step 6 to address the message to others.

7. Press **#** when you finish.

8. Choose an option:

- To make the message Private, press **1**.
- To make the message Priority, press **2**.
- To request a Return Receipt, press **3**.
- To cancel the previously selected category, press **0**.
- To send the recorded message, press **#**.

Personalizing your mailbox

Recording your name

1. Log in to the voice mail system.
2. Press **5** to change your name recording or greeting.
3. Press **5** to change your name recording.
4. Choose an option:
 - To listen to the current name recording, press **0**.
 - To record your name, press **1**.
 - Choose an option:

- To approve your name, press **#**.
- To play back your name, press **2 3**.
- To re-record your name, press **2 1**.

Recording or deleting a Personal Greeting

You can have one or two different Personal Greetings for each language.

1. Log in to voice mail.
2. Press **3** to change one or both of your greetings.
3. Press **1** to change your busy greeting or **2** to change your unavailable greeting

The system announces the current settings.

4. Chose the greeting language you want to change.
 - To select the primary language (Mailbox language 1), press **1**.
 - To select the secondary language (Mailbox language 2), press **2**.

The system announces the selected language.

5. Choose an option:

- To listen to your greeting, press **3**.
- To record your greeting, press **1**.
- To delete your greeting, press *** 3**.
- Record your greeting, and press **1**.
 - Choose an option:
 - To approve your greeting, press **#**.

- To play back your greeting, press **2** **3**.
 - To re-record your greeting, press **2** **1**.
 - To delete the greeting you just recorded, press ***** **3**.
4. Press **3** to review or modify Mailing Lists.

The system announces the number of entries in the first Mailing List.

Creating mailing lists

Use Mailing Lists to send messages to multiple mailboxes without entering each extension individually. You can have up to 10 Mailing Lists. Each list can include up to 50 mailboxes.

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.
3. Press **1** to select Mailing Lists.
4. Press **1** to create a list.
5. Enter the number that you want to assign to the list (from 1 to 10), then press **#**.
6. Choose an option:
 - Enter the extension of the mailbox and then press **#**.
 - To use the Directory to add an extension, press ***** **2**. (See Using the Directory to find an extension by name.)
 - To delete the last entry, press ***** **3**.

Repeat Step 6 for each mailbox that you want to add.

7. Press **#** when you finish.

Reviewing or modifying Mailing Lists

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.
3. Press **1** to select Mailing Lists.

5. Choose an option:
 - To review or modify the list, press **1**. Go to step 7.
 - To delete the list, press ***** **3**.
 - To skip to the next list, press ***** **#**.
 - The system announces the number of entries in the next Mailing List.

Repeat Step 5.

6. Press **#** when you finish.

7. Choose an option:
 - To skip the extension, press ***** **#**.
 - To delete the extension, press ***** **3**.
 - To add an extension, press **1** then choose an option:
 - Enter the extension of the mailbox, then press **#**.
 - Press ***** **2** to use the Directory. (See Using the Directory to find an extension by name.)

8. Press **#** when you finish.

Changing the mailbox language

The voice mailbox supports up to two languages and TTY (teletypewriter) for system prompts and your personal greetings.

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.
3. Press **2** to select Mailbox Language.

4. Chose an option:

- *Note:* Not all of these options may be available on your system.
- To select the primary language (Mailbox language 1), press **1**.
- To select the secondary language (Mailbox language 2), press **2**.
- To select the primary language TTY (Mailbox language 1), press **3**.
- To select the secondary language TTY (Mailbox language 2), press **4**.

The system announces the selected language.

5. Press **#** when you finish.**Changing your Personal Operator**

You can change the extension that answers your calls when you are unavailable. If you use the Personal Operator option, ensure that your greeting tells callers to press 0 to reach your personal operator.

1. Log in to voice mail.
2. Press **4** to change your Personal Operator.
3. Choose an option:
 - Enter the extension of your Personal Operator, and press **#**.
 - To delete your Personal Operator, press ***** **3**.
4. Press **#** when you finish.

Changing your Password

Your password consists of four to 15 digits, depending on how the system is configured.

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.

3. Press **4** to change your password.

4. Enter the new password, and press **#**.
5. Confirm the new password, and press **#**.
6. Press **#** when you finish.

Choosing Call Answer Mode

Call Answer Mode determines whether callers can leave a message after your Personal Greeting.

- When your mailbox is in Record Mode, callers can leave a message.
- When your mailbox is in Answer-Only Mode, callers cannot leave a message.

1. Log in to voice mail.
2. Press **8** to change Call Answer Mode.
3. Choose an option:
 - For Record Mode, press **1**.
 - For Answer-Only Mode, press **2**.
4. Press **#** when you finish.

TTY Support

You can enable or disable TTY support for your voice mail. Distributed Office voice mail supports storage and retrieval of TTY messages.

Note: TTY is available for US English only and may not be available on your system.

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.
3. Press **7** to change the TTY status. The current status is announced.
4. Chose an option:
 - To enable TTY support, press **1**.

- To disable TTY support, press **[2]**.

5. The new status is announced.

Using Outcalling

About Outcalling

With Outcalling, voice mail calls the numbers which you have programmed to signal that a new message has arrived in your mailbox. You can use Outcalling for all messages or just for Priority messages if your mailbox has outcalling permission.

Tip: If you choose Outcalling for Priority messages only, instruct your callers on how to leave a Priority message.

Turning Outcalling on or off

1. Log in to voice mail.
2. Press **[6]** to select Outcalling.
3. Press **[1]**, then choose an option:
 - To turn Outcalling off, press **[0]**.
 - To activate Outcalling for all messages, press **[1]**.
 - To activate for Priority messages only, press **[2]**.
4. Press **[#]** when you finish.

Setting your Outcalling numbers

1. Log in to voice mail.
2. Press **[6]** to select Outcalling.
3. Press **[4]** to change your list of Outcalling Numbers.
4. Choose the entry number from 1 to 5.

If your mailbox has Outcalling permission, you hear the number. If not, you hear, "Entry number x is not used."

5. Choose an option:

- To change or add an Outcalling number, press **[1]**. Go to Step 6.
- To delete the Outcalling number, press **[*]** **[3]**.
- To keep the Outcalling number and return to the Outcalling menu, press **[#]**.

6. Enter the Outcalling number and wait five seconds for the system confirmation.

7. Choose an option:

- If you have finished entering the number, press **[#]**. Listen to the Outcalling entry information and go to Step 9.
- To enter more digits, press **[1]**. Then repeat Step 7.

8. Choose an option:

- To confirm your entry, press **[9]**.
 - To cancel your entry, press **[6]**.
- Return to Step 4 to program more Outcalling Numbers.

Transferring to another extension

1. Press **[*]** **[8]**
2. Choose an option:
 - Enter the extension, and press **[#]**.
 - To call the operator, press **[0]**.
 - To access the Directory, press **[*]** **[2]**.
 - To hear a list of extensions by name in the Directory, press **[1]**.

Using the Directory to find an extension by name

1. Press **[*]** **[2]** to access the Directory.
 - Enter up to the first ten letters of the last name and then press **[#]**.

Legal disclaimer

For full legal page information, please see the documents, *Avaya Support Notices for Software Documentation*, 03-600758, and *Avaya Support Notices for Hardware Documentation*, 03-600759. These documents can be accessed on the Web site, support.avaya.com. On the Web site, search for the document number in the Search box.

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