## Summary of Mailbox Options
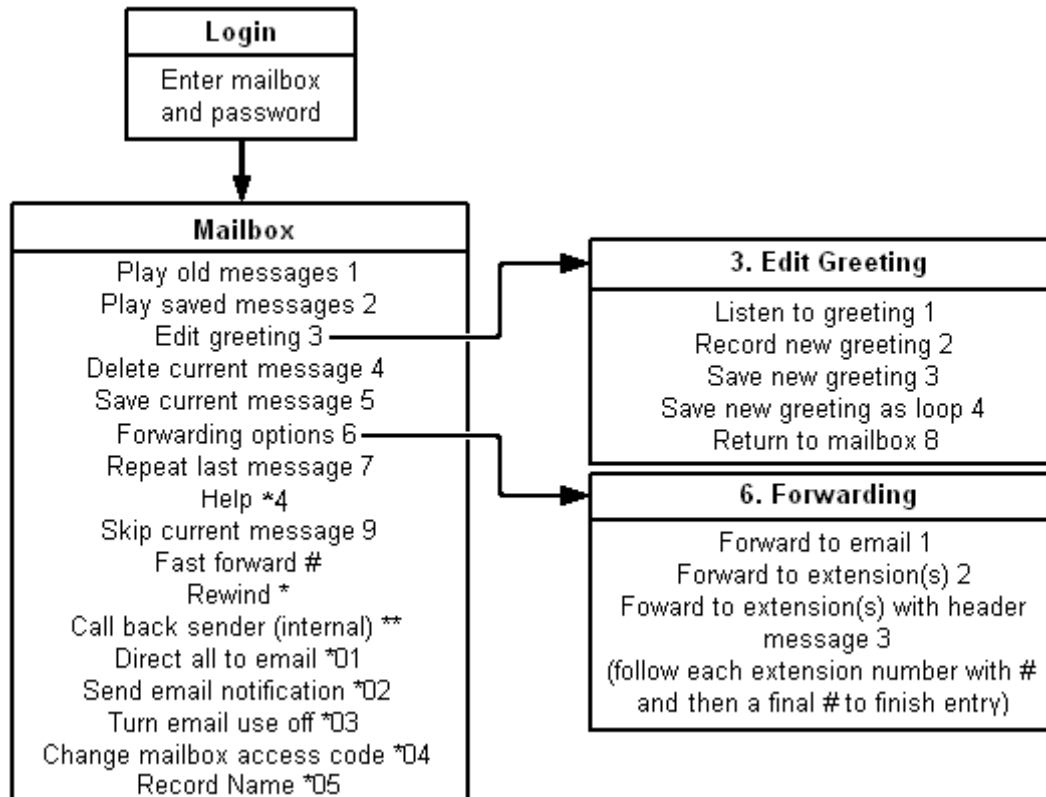
Here is a summary of the options that are available when you have logged into your mailbox from your own extension or
remotely.
• Unless you choose to save a message, it is automatically deleted 24 hours after it is played. To save a message while it
is playing, press **5**.



## Using Embedded Voicemail
### 2.1 Accessing your Mailbox and Messages

The method below is the default method available to all users to access their own mailbox. If you have IP Office Phone
Manager or an Avaya digital telephone you may be able to access your mailbox using them. Refer to the user guide for
Phone Manager or the telephone.
Your system administrator can also configure other methods of access including access to your mailbox from other phones
and access to hunt group mailboxes.
**To log in to your mailbox:**
1.Dial **\*17** from your own extension.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter you access code.
3.You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new
messages.
Once you have accessed your mailbox, you can use the following controls:

**1** Play old messages.
**2** Play saved messages.
**3** Edit mailbox greeting.
**4** Delete current message.
**5** Save current message.
**\*04** Change mailbox access code.
**\*05** Record your name
**\*4** Hear Help Prompts.
**8** Exit.
**IMPORTANT**
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not
want the message deleted, you must mark it as 'saved' by pressing **5** whilst listening to the message.

# Changing your Greeting

You can override the system greeting with a personal greeting. This is the greeting heard by callers when they are
directed to your voicemail. At any time you can listen to your greeting and re-record it.
**To listen to your greeting**
1. Log in to your mailbox.
2.Press **3** to select the option to edit your greeting.
3.Press **1** to hear your greeting. If no greeting has been recorded your will hear "The message has not yet been
recorded". You need to record a message.
**To record or change your greeting**
1. Log in to your mailbox.
2.Press **3** to select the option to edit your greeting.
3.Press **2** to change your greeting.
4.When you are prompted speak your new greeting.
• The greeting must be longer than 3 seconds.
• A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5.Press **2** when you have finished recording your greeting.
6.Press **1** to listen to your new greeting. After you have listened to your greeting you can:
• Press **3** to save the new greeting. Your new greeting will be used.
• Press **2** to re-record the new greeting.
• Press **4** to save the new greeting for playing on a continuous loop. This option can be used to continually play
the greeting, callers will not be able to leave a message. Note that once this option is selected, the greeting
cannot be changed back to a normal greeting except by recording a new greeting.

# Record Your Name

You can record your name if required. Your name recording is then used for the Dial by Name feature supported by
Embedded Voicemail auto attendants that let callers enter the name of the user they require.
**To record or change your greeting**
1. Log in to your mailbox.
2.Press **\*05** to select the option to record your name.
3.Press **1** to hear your current name recording.
4.Press **2** to record your name. .
5.When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6.Press **2** when you have finished recording your name.
7.Press **1** to listen to your new name recording. After you have listened you can:
• Press **3** to save the new recording.
• Press **2** to record the new name again