



Avaya PARTNER Voicemail Quick Reference Accessing your Mailbox and Messages

To log in to your mailbox:

1. At your own extension, dial **777** or at another extension on the system, dial **778** and enter your own extension number when asked which mailbox you want to access, then enter your access code. To log in from an outside line, call your main number, once the Auto Attendant Greeting starts to play, press **#** and enter your own extension number when asked which mailbox you want to access, then enter your access code.

2. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. The following is a summary of the options that are available when you have logged into your mailbox.

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. Alternatively you can remark the message as being new by pressing ***06**.

Mailbox

- Play old messages = 1
- Play saved messages = 2
- Fast forward = #
- Rewind = *
- Repeat last message = 7
- Skip current message = 9
- Delete current message = 4
- Save current message = 5
- Mark Message as new = *06
- Call back sender = **
- Forward message = 6
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- Edit greeting = 3
- Record Name = *05
- Change mailbox code = *04
- Direct all to email = *01
- Send email notification = *02
- Turn email off = *03
- Outcalling options = *07
- Help = *4

3, Edit Greeting

- Listen to greeting = 1
- Record new greeting = 2
- Save new greeting = 3
- Save new greeting as a loop = 4
- Return to mailbox = 8

6, Forwarding

- Forward to email = 1
- Forward to extensions = 2
- Forward with header message = 3

[Follow each extension number with # and then a final # to finish.]

*07, Outcalling

- Listen to settings = 0
- Configure outcalling = 1
- Turn outcalling off = 6
- Turn outcalling on = 9
- Return to mailbox = 8

For full details and additional information, please download the 1408 & 1416 User Guide
http://www.itstelecom.ca/resources/avaya_resources/partner_embedded_user_en.pdf