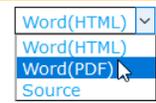


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To print or export this document, click the drop down in the upper right of this screen and select either Word (PDF) or Source.

Avaya Voicemail

CONTENTS

VoiceMail Management on the Web

[Logging In](#)

[Listening to Messages](#)

[Message Window](#)

[Listen Through the Phone](#)

[Forwarding Messages](#)

[Additional Options](#)

[Receive Voicemail in Email](#)

[Mark Messages as Unplayed](#)

[Personal Greetings](#)

VoiceMail Management by Phone

[Listening to Messages](#)

[Personal Greetings](#)

VoiceMail Management on the Web

LOGGING IN

To log in:

1. Go to: <https://vmail.wichita.edu:10100/>
2. Mailbox: enter Extension Number (four digits)
3. Password: voicemail password

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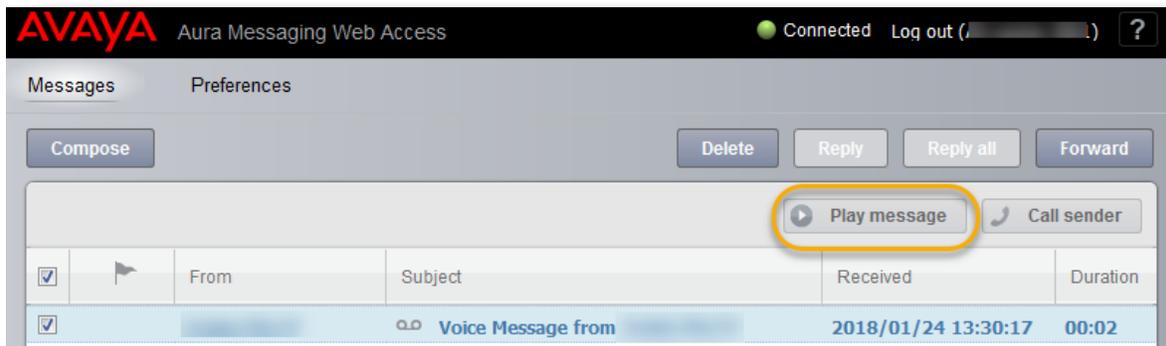
LISTENING TO MESSAGES

New messages appear in a list form. To listen to a message:

1. Click on the message to select it
2. Click Play Message

OR

1. Double click on a message



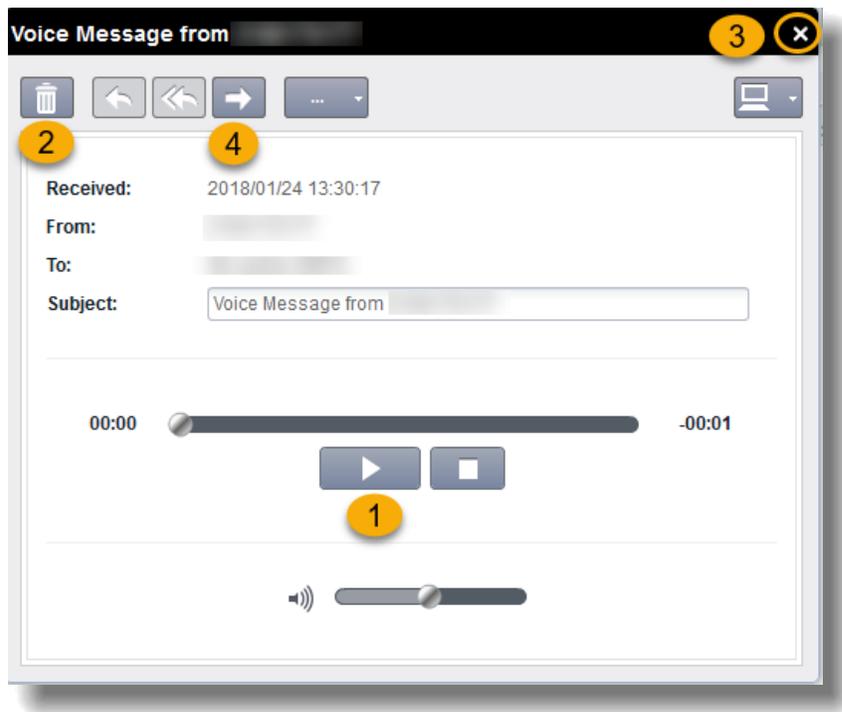
Message Window

After selecting Play Message or double clicking on a message, a new window will open.

In this new window the following options are present:

1. Play/replay the message
2. Delete the message
3. Close the message without deleting
4. Forward the message

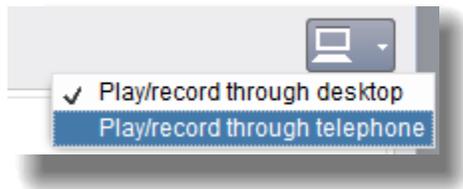
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Listen through Campus Phone

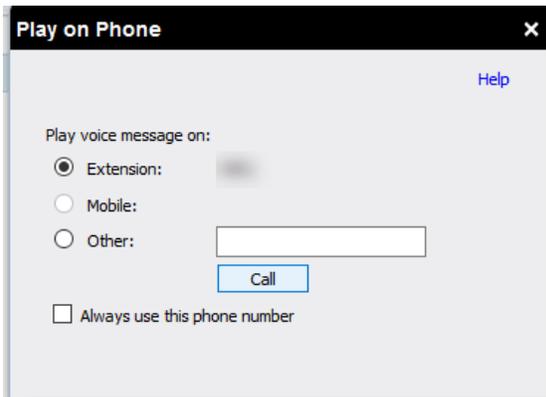
To listen to a message through phone:

1. In the message window, in the upper right corner, click on the computer image



2. Select Play/record through telephone: the icon will change to a picture of a telephone
3. A pop up window will appear, with the extension number listed
4. Click Call to send the message to the phone, then pick up the phone to listen to the message
5. There may be a prompt to enter the voicemail password first

Last Updated February 1, 2018

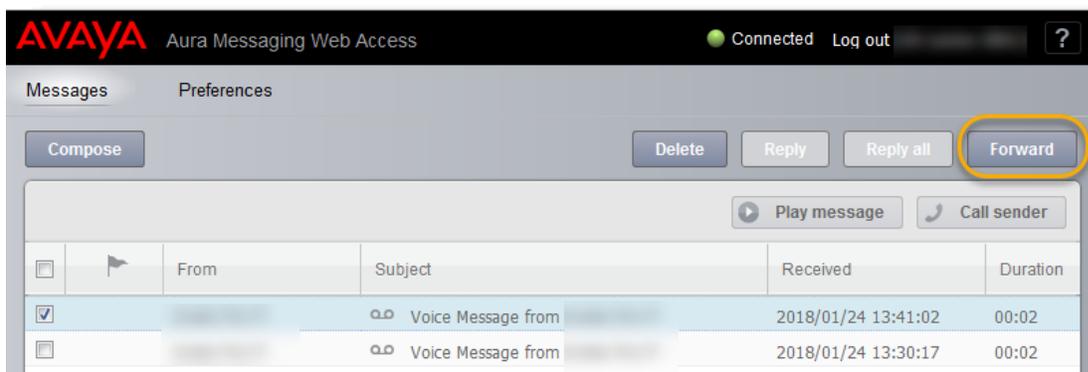


Mobile listening is not an option that can be selected from this screen. However, if to listen to messages through a mobile phone, follow the directions in the last section: [Access Voicemail by Phone.](#)

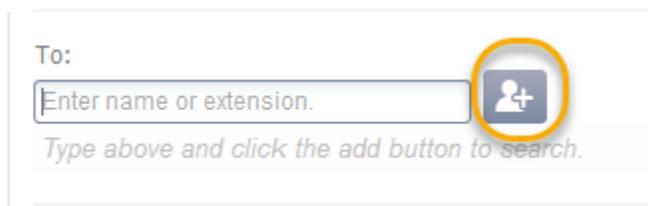
Forwarding Messages

To forward a message:

1. On the Avaya home screen, select the message
2. Select Forward

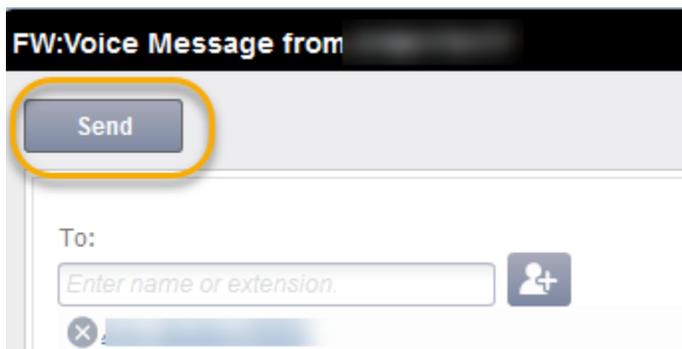


3. A pop up window will appear
 - a. In the "To:" space, type the full name of the person to receive the forward
 - b. Then click on the button to the right to search

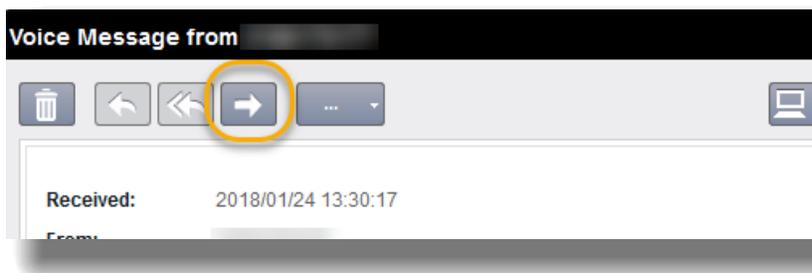


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4. The name and extension will appear below the search field
5. Click Send to forward the message



There is also a Forward option in the Play Message popup window:

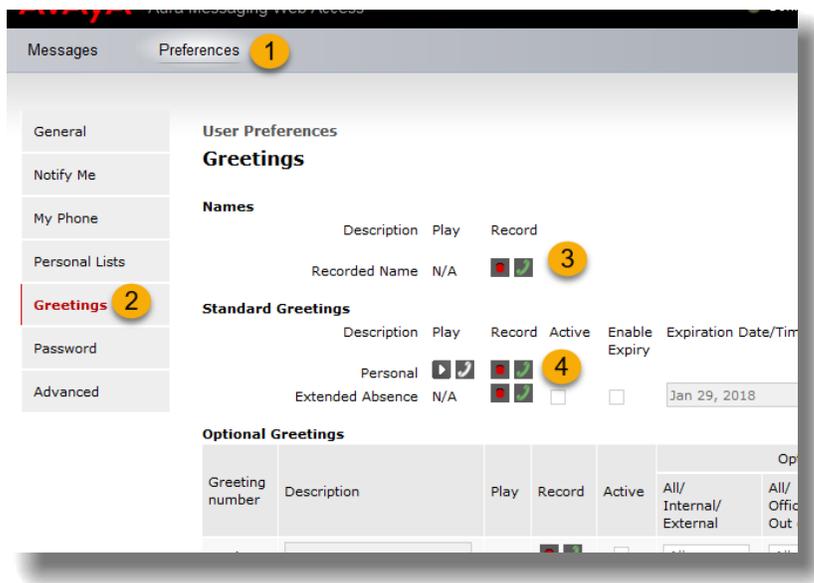


PERSONAL GREETINGS

To manage personal greetings:

1. Select Preferences
2. On the left menu, select Greetings
3. Record Name by selecting either the red circle (record from computer) or green phone (record from extension)
 -  
 - a. If phone is selected, users will be asked to confirm the extension: when the phone rings, users will be prompted to enter the password
 - b. Follow the voice prompts to record a greeting
4. Record Standard Greeting by selecting either the red circle (record from computer) or green phone (record from extension)
 -  
 - a. If phone is selected, users will be asked to confirm the extension: when the phone rings, users will be prompted to enter the password
 - b. Follow the voice prompts to record a greeting

Last Updated February 1, 2018



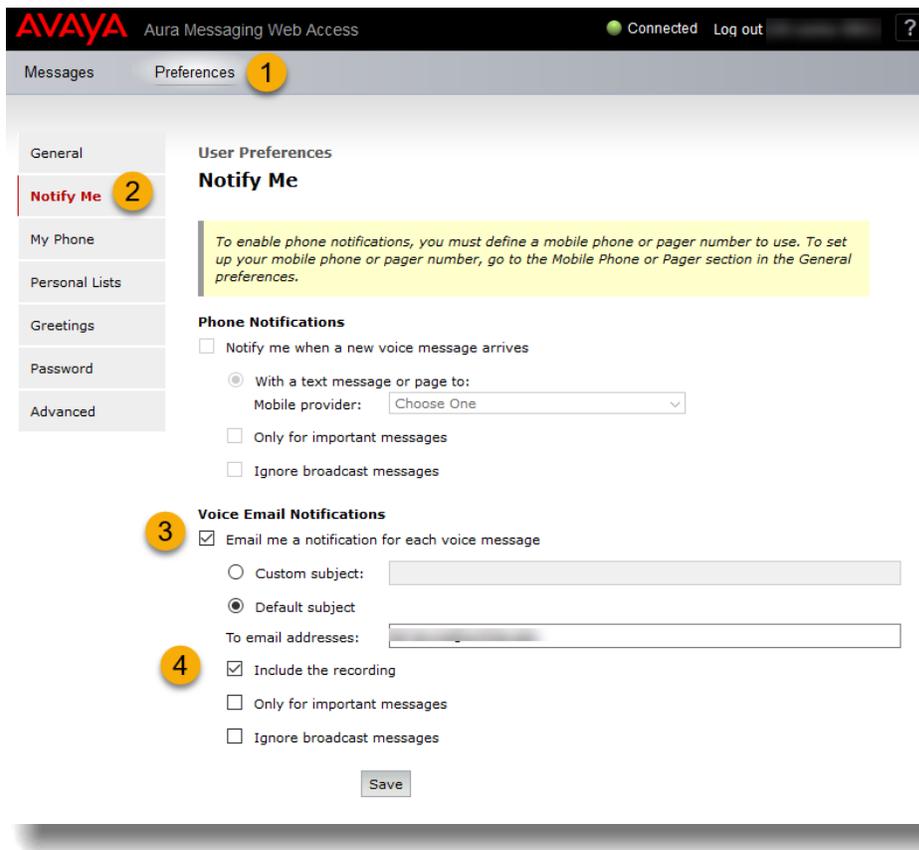
ADDITIONAL OPTIONS

Receive Voicemail in Email

Users have the option to receive voice messages in their email inbox. These messages will also continue to appear on the Avaya messaging web portal as well. To begin receiving messages in an email inbox:

1. On the Avaya Messaging home screen, select Preferences
2. On the left menu, select Notify Me
3. Check the box next to “Email me a notification” for each voice message
4. Optional: Select “Include the Recording” to also receive the recording in the email inbox
 - Caution: this will use mailbox space

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AVAYA Aura Messaging Web Access Connected Log out

Messages **Preferences** 1

General **Notify Me** 2

My Phone

Personal Lists

Greetings

Password

Advanced

User Preferences

Notify Me

To enable phone notifications, you must define a mobile phone or pager number to use. To set up your mobile phone or pager number, go to the Mobile Phone or Pager section in the General preferences.

Phone Notifications

Notify me when a new voice message arrives

With a text message or page to:

Mobile provider: Choose One

Only for important messages

Ignore broadcast messages

Voice Email Notifications

Email me a notification for each voice message

Custom subject: _____

Default subject

To email addresses: _____

Include the recording

Only for important messages

Ignore broadcast messages

Save

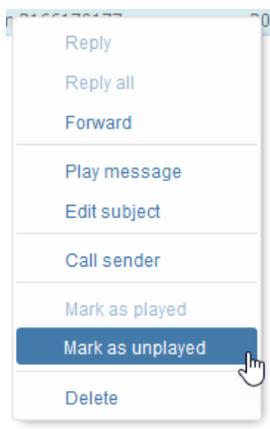
3

4

Marking Messages as Unplayed

Similar to marking an email Unread, there is an option to mark a voice message as “unplayed.”

1. In the Avaya Home screen, select the message
2. Right click, and select Mark as unplayed



Last Updated February 1, 2018

Voicemail Management by Phone

LISTENING TO MESSAGES

To access messages by phone:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. To listen to messages, Press 2
4. After message headers, press 0 to listen to the message
5. To delete a message, press *D
6. To skip a message, press #

For a full list of touchtone options, see the Avaya Navigation Sheet.

PERSONAL GREETINGS

To record personal greetings through the phone menu:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. For personal greetings options, Press 3
4. To record a personal greeting, press 1

For a full list of touchtone options, see the Avaya Navigation Sheet.



Avaya Aura® Messaging Audix® Quick Reference

Release 6.3.3
Issue 1
August 2015

Phone menu

Phone menu	Key press
Playing messages	
1. From activity menu, press	2
2. Listen to message header	
3. Play message	0
Message options	
Skip message	#
Delete / Restore	* - D
Call sender	1 - 0
Replying to a message	
Select message	
1. Reply	1
2. Reply by voicemail	1
3. a. Reply with original message attached	9
OR	
3. b. Reply without original message attached	6
4. Record message, then press	#
Sending a new message	
1. From activity menu, press	1
2. Record message	
Pause / continue recording	1
Playback recording	2 - 3
Delete and re-record	* - D

Phone menu	Key press
Approve recording	#
Selecting recipients	
1. Enter recipient, then	# - #
2. Mark private	1
3. Mark priority	2
Future Delivery	3
Send	#
Broadcast messages	
Review	9 - 1
Record	9 - 2
Delete	9 - 3
Manage greetings	
Play personal greeting	3 - 0 - 1
Play extended absence greeting	3 - 0 - 2
Play optional greeting N (1 - 9)	3 - 0 - 3 - N
Record personal greeting	3 - 1 - 1
Record extended absence greeting	3 - 1 - 2
Record optional greeting N (1-9)	3 - 1 - 3 - N
Delete personal greeting	3 - 3 - 1
Delete extended absence greeting	3 - 3 - 2
Delete optional greeting N (1 - 9)	3 - 3 - 3 - N
Set rules for optional greeting N (1 - 9)	3 - 5 - 3 - N
Activate greeting	3 - 5
Set EAG expiry option when activating greeting	3 - 5 - 2 - 7
Set EAG expiry option after playing greeting, if EAG is activated	3 - 0 - 2 - 7
Set EAG expiry option when scanning greeting, if EAG is activated	3 - 2 - 7
Set no EAG expiry	3 - (0 / 5) - 2 - 7 - # - #

Phone menu	Key press
Set EAG expiry date	3 - (0 / 5) - 2 - 7 - time - # - mmdd - #
Changing password	
1. From activity menu, press	5 - 4
2. Enter new password, then	#
3. Re-enter new password, then	#
Auto login	
Turn on	5 - 6 - 1
Turn off	5 - 6 - 2
Block messages	
Turn on Always	5 - 7 - 1
Turn off	5 - 7 - 2
Turn On while EAG	5 - 7 - 3
Continue	5 - 7 - #
Transfer after greeting	5 - 7 - # - 1
Disconnect after greeting	5 - 7 - # - 2
Complete setup	5 - 7 - # - #

Key press input	Key press values
mmdd	The supported values are: <ul style="list-style-type: none"> • mm is month with a value between 1 to 12. • dd is day with a value between 1 to 31. To enter the current day, press #.
time	Indicates the time. The supported formats are: <ul style="list-style-type: none"> • 12-h format as hhmmM, where: <ul style="list-style-type: none"> - hh is hour with a value between 0 to 12. - mm is minute with a value between 0 to 59. - M is meridian with the following values: <ul style="list-style-type: none"> • A for a.m. and P for p.m for English language. • 1 for a.m. and 2 for p.m for other languages.

Table continues...

Key press input	Key press values
	<ul style="list-style-type: none"> • 24–h format as hhmm, where: <ul style="list-style-type: none"> - hh is hour with a value between 0 to 23. - mm is minute with a value between 0 to 59. <p>To enter 1 minute after midnight, press #.</p>
Recording a call	Key Press
To record an incoming call as a voice message	
1. To begin recording, press	audix – rec
2. To end recording, press	audix – rec
User preferences in a Web browser	
As specified by your administrator	

Some of these features may not be available in your organization. For details, contact your administrator.

Active call transfer to a Messaging mailbox

Transferring a call to a Messaging mailbox from a telephone that has a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.
2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.
Messaging access number is your pilot number.
3. When the system answers, press star (*).
4. Enter the recipient's mailbox number.
5. To complete the transfer, press **TRANSFER** or hang-up.

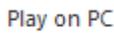
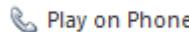
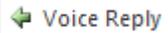
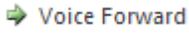
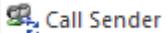
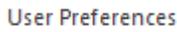
Transferring a call to a Messaging mailbox from a telephone that does not have a Messaging mailbox

The steps to transfer a call varies with the telephone system you use.

1. During an active call, press **TRANSFER** or dial the keys or codes to transfer the call.

2. Enter your Messaging access number or press a pre-configured or a speed-dial button that automatically dials your Messaging access number.
Messaging access number is your pilot number.
3. Enter the recipient's mailbox number.
4. To complete the transfer, press **TRANSFER** or hang-up.

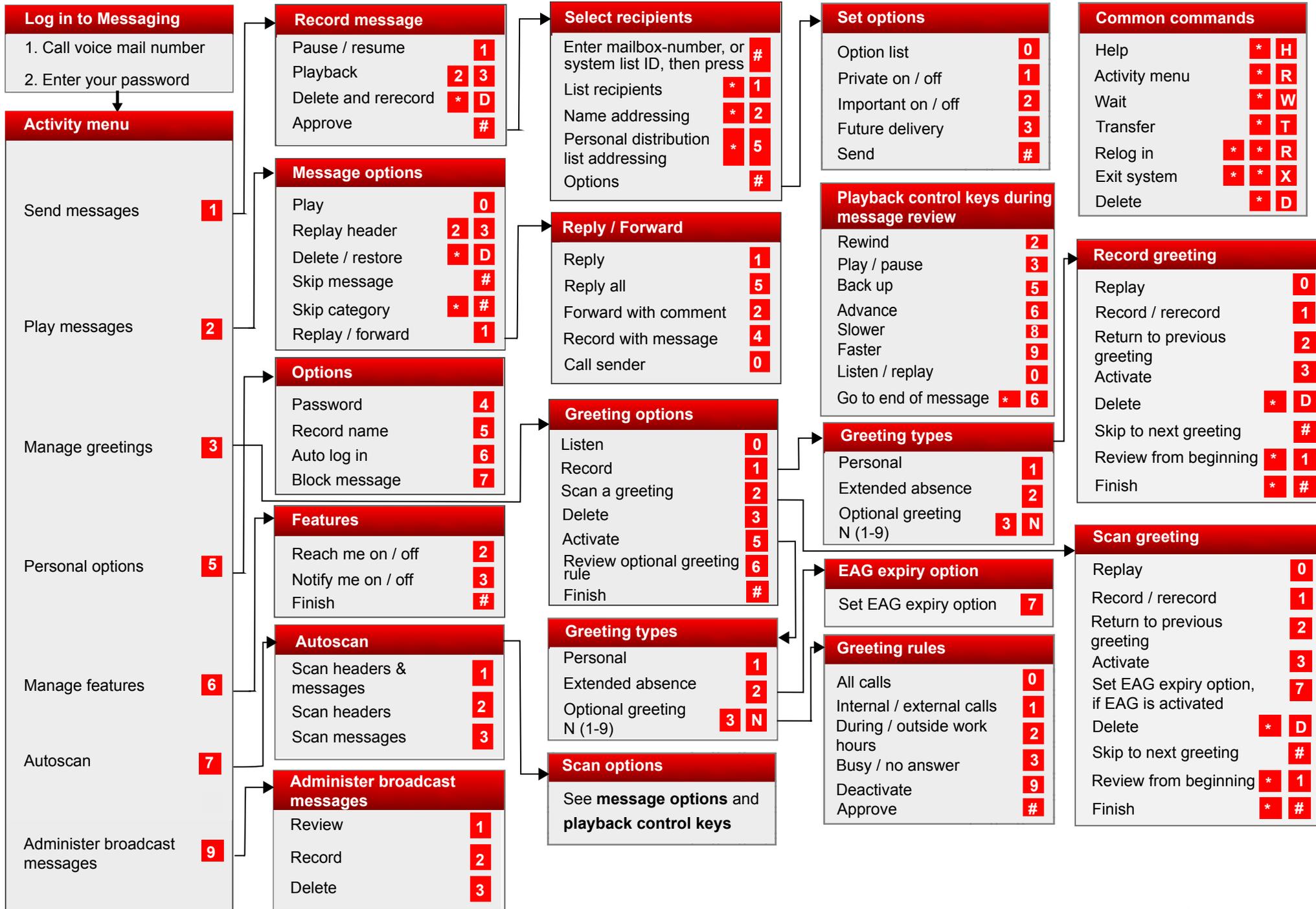
Outlook menu

Button	Description
 Play on PC	Plays a voice message on your PC.
	Pauses, stops, rewinds, and fast-forwards when the TUI plays the message.
 Play on Phone	Plays a voice message on your deskphone or any other phone.
 Voice Reply	Replies to a voice message with a voice recording using any phone.
 Voice Forward	Forwards an existing voice message.
 Call Sender	Calls the message sender from a phone. When you pick up the phone, the TUI dials the sender.
 User Preferences	Opens the User Preferences webpage.

* Note:

For more information, visit <http://support.avaya.com/>

Navigation menu Audix®



Some of these features may not be available in your organization. For details, contact your administrator.