

Using your voice mailbox

BRIEFING

The boss says you have a new voice mailbox. Great! Since he isn't likely to tell you, you and I can go over the basics here.

Let's talk about how to access your voice messages, how to record your name and a greeting, record a temporary greeting for when you are away, and how to change your password.

LAUNCH

You can manage your voice mailbox from either the softphone app, or from your Avaya E129 desktop telephone.

To access your mailbox from a telephone, press the Voice Mailbox button .

If you are using the softphone app, call your own extension number.

Once you are in...

- Press 1 to listen to all the new messages people have left for you.
- Press 2 to listen to all of your previously saved messages.
- Press 5 to manage your mailbox, and then...
 - Press 1 to record the regular greeting for your mailbox. This is what people will hear when they want to leave you a message. Begin speaking at the tone, and press any key to end recording.
 - Press 2 to record your name. This appears in the company directory when people are trying to find you. Say your name after the tone, and press any key to end recording.
 - Press 3 to change your mailbox password.
 - Press 4 to record a temporary greeting to be played instead of your regular greeting. For example, if you are on vacation, you can create a temp greeting to let people know when you will return. Begin speaking at the tone, and press any key to end recording.
 - Press 5 to delete a temporary greeting and restore your regular greeting.

Follow any additional instructions the nice lady on the phone gives you to complete any of these tasks.

NEXT MISSION

- Find out more about the advanced features waiting in your voice mailbox.
- What if someone does leave you a message? You need to know how to call them back, in case it was important.