Avaya Messaging Setup Instructions

The Access Number to the system is: **973-720-6245** or on campus **x6245.** Please follow the directions for whether you are setting **up on campus phone or from off campus** as the initial instructions are slightly different.

1. **On Campus - dial x6245**:
   System Says: Mailbox number please.
   Enter your extension number. (go to to step 3)

2. **To setup dialing from off campus 973-720-6245**
   System Says: Welcome to Avaya Messaging. Please enter the mailbox number of the person you are calling. **If you have a mailbox on the system press #.** If you do not know the mailbox # press * to spell the name. **Press the # sign.**

   System Says: Mailbox number please.
   Enter your extension number.

   Continue from this point.

3. System Says: Please enter your password then press #. If this is not your extension, press *.
   IMPORTANT: IF YOU DO NOT KNOW YOUR PASSWORD PUT IN A HELPDESK TICKET
   System Says: You must change your password at this time. Enter the new password now then press #.
   Passwords must contain at least **6 digits** and cannot begin with 0.

4. **Enter a password of your choosing** following the instructions above. You may use the same password you had in the Intuity voicemail system.
   System Says: To verify your new password, please re-enter it now followed by #.
   Password accepted. Your new password will be in effect the next time you call.

5. System Says: At the tone <u>record your name</u> then press #. To accept this spoken name press 1, to re-record press 2.
   Record your name only then press #.

   Thank you

   Initial setup is now complete. Please record an <u>outgoing personal greeting</u> for persons to hear when calling your number. **This is Option #3 under the Main Menu (see below).**

6. **Main Menu Options** (are the same as Intuity Audix).
   To record messages Press 1 (to send a message to someone else on the system).
   To get messages, Press 2 (to retrieve messages left for you).
   To administer personal greetings, Press 3 (to create your outgoing greeting that callers will hear and activate it).

   If a greeting is not recorded, the system greeting will be heard. The system greeting is "your name as you recorded it" or "a computer generated version of your name" is not available at this time. Please leave a message after the tone.

The system will prompt on how to do each step selected.

For additional assistance with setup, please create a Help Desk ticket so that we can assist you.
A ticket can be created at <u>help.wpunj.edu/</u>