



LEGACY VOICEMAIL USER GUIDE

A new Avaya Aura Messaging voicemail system was deployed in 2015 for users of the Avaya Campus PBX system, however non-Avaya users continue to use the Legacy Campus Voicemail system. If your campus telephone does not display the Avaya logo you may still be using this system for your voicemail and the information in this guide is still correct for you.

Please note: On **September 15th, 2017, MSU Telecom Systems will be shutting down the legacy campus voicemail system.** If you are using the legacy system and would like to find out about your voicemail options after the service is no longer available on September 15, 2017, please visit <http://www.telecom.msu.edu/campusvoicemail> to enter your contact information on the form. A telecommunications analyst will contact you to discuss your options.

ENTERING YOUR MAILBOX

From your own, Non Avaya phone:

1. Press the “Messages” button or “Voicemail Access” button on your telephone or dial 2-2100
2. Enter your passcode when prompted.

From a campus phone other than your own:

1. Dial 2-2100. If another voicemail user’s voice is announced, press *. (This occurs when you place the call from another phone that has voicemail.)
2. Enter your 5-digit mailbox number (same as your campus phone number)
3. Press *
4. Enter your mailbox passcode when prompted

From off-campus:

1. Dial (517) 432-2100
2. Enter your 5-digit mailbox number (same as your campus phone number)
3. Press *

4. Enter your mailbox passcode when prompted.

MAIN MENU

You will always be offered the option of listening to your messages first. If you do not play any messages, but stay on the line, the Main Menu options will be offered.

Main Menu Options:

1. Press **P** to **Play** the first message.
2. Press **M** to **Make** a message
3. Press **U** to change **User** options
4. Press **X** to **eXit** the system

PLAYING YOUR MESSAGES

1. Access your mailbox and enter your passcode.
 - The system will tell you how many new and saved messages you have.
2. Press **P** to **Play** the first new message.

During playback - Silent Prompts

Press * to move backward 5 seconds.

Press # to move forward 5 seconds.

Press 1 to pause 30 seconds: press any key to resume.

Press T(8) to skip to the top of the next message.

After playback

Press **K** to **Keep** a message.

Press **P** to **Play** the message again.

Press **D** to **Discard** a message.

Press **A** to **Answer** the message.

Press **G** to **Give** the message to another user: (Enter mailbox number or Distribution List Number; Record Comments)

Press **R** to **Review** your recording

Press **D** to **Discard** and record again

Press **A** to **Append** to your recording

Press **M** to activate **Message Addressing Options**

Press **X** to send your recording and **eXit**

Press **K** to **Keep** or **D** to **Discard** the message

3. When you are finished playing your messages, press **X** to **eXit** the system.

Note:

Once the first message has been kept or discarded, the next message will automatically play. If you accidentally press **D** to **Discard** a message, retrieve it by immediately pressing *

USER OPTIONS

Changing Your Greeting

1. Access your mailbox.
2. Press **U** for **User Options**
3. Press **G** for **Greeting**

The system will tell you if you have your Primary, Conditional, or Extended Absence greeting enabled. Only one greeting may be enabled at a time.

*If you want to change the **Primary Greeting**:*

- Press **P** to change **Primary** greeting
- Press **L** to **Listen** to the Primary greeting or **R** to **Record** Primary greeting.
- Press # when finished recording.
- After recording, you have the options of pressing **R** to **Review**, **D** to **Discard** and record again or press **A** to **Append** to your greeting
- Press **X** to save your greeting and to **eXit** to the previous menu

*If you want to change **Conditional Greetings**:*

Conditional greetings contain a Busy greeting, a No Answer greeting, and a Call Forward greeting. If your conditional greetings are recorded and enabled, a caller who reached your mailbox because you are on your line will hear your **Busy** greeting (***I'm on another call right now...***). If you do not answer your line, they will hear your **No Answer** greeting (***I've stepped away from my desk...***). If you have directly call-forwarded your line to voicemail, they will hear your **Call Forward** greeting (***I am currently out of the office...***).

- Press **C** to change **Conditional** greetings
- Press **B** to record **Busy** greeting
- Press **F** to record **Call Forward** greeting
- Press **N** to record **No Answer** greeting
- Press # when finished recording

After recording, you have the options of pressing **R** to **Review**, **D** to **Discard** and record again, or **A** to **Append** to your greeting.

- Press **X** to save your greeting and to **eXit** to the previous menu.

*If you want to record/enable **Extended Absence Greeting**:*

This greeting allows you to inform callers of an extended absence. **Callers cannot press a key to skip the greeting.** Once the greeting has played, callers can leave a message*.

- Press **G** to change your Extended Absence Greeting
- Press **L** to listen or **R** to record your Extended Absence Greeting

Once Extended Absence Greeting is recorded:

- The Extended Absence Greeting is enabled and will play when callers reach your voice mail.
- Every time you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting or to press 2 to disable it.

4. Press **E** to **Enable** the correct greeting.

5. Press **X** to **eXit**.

Changing your passcode

1. Access your mailbox.

2. Press **U** for **User** options.

3. Press **P** for **Passcode**.

4. Enter your new passcode (4-10 digits) and wait for the system to acknowledge your change.

5. Press **X** to **eXit** and save your changes.

Changing your name recording

1. Access your mailbox.
2. Press **U** for **User** options.
3. Press **N** for **Name**
4. Press **R** to **Record**
5. State your name
6. Press # when finished recording
7. Press **D** to **Delete** and record again or **X** to save the recording and **eXit** to the previous menu.
8. Press **X** to **eXit** and save your changes.

To Activate Tutorial

1. Access your mailbox.
2. Press **U** for **User** options.
3. Press **T** for **Tutorial**
4. Tutorial will come on to guide you through changing your passcode, recording your greeting and recording your name.