

AVAYA Aura Voicemail QUICK REFERENCE

Avaya Aura Voicemail ext. 41111	
Accessing and setting up your Voicemail box for the first time	Dial extension 41111 or press the Message button on your Avaya telephone set and when prompted, enter your temporary password (2580456) followed by the # sign. The system will prompt you to enter your new password which must be 7 or 8 digits long. Continue to follow the prompts to record your name and greeting.
From an <u>Avaya</u> telephone set	Dial extension 41111 and follow the prompts. <u>If the mailbox is not yours, press * and follow prompts to access your mailbox.</u>
From a <u>Mitel</u> telephone set	Dial extension 41111 and follow the prompts.
From a <u>telephone outside of HHS</u>	Dial 905-521-2100 , enter extension 41111 and follow the prompts.

GREETINGS

The standard allotment for a greeting is 30 seconds in length. Should you require the timer extended, please submit a request to the HITS Helpdesk.

Extended Absence Greeting

This greeting allows you to inform callers of an extended absence and prevents them from leaving a Voicemail message. Callers cannot press a key to skip/override the greeting.

To enable your Extended Absence Greeting:

- Log into your Voicemail box
- Press 4 to Change User Preferences
- Press 3 to Record or Change Greetings
- Press 2 to Create an Extended Absence Greeting
- The system will prompt you to record your greeting. Once complete press #
- The system will automatically play the greeting that was just recorded
- To keep the greeting press #, to hear the greeting again press 1 or to re-record the greeting press *

To disable your Extended Absence Greeting:

- Log into your Voicemail box
- The system will notify you that your Extended Absence greeting is currently in place. To delete it, press 2
- You will then hear a confirmation msg stating that your Extended Absence greeting has been deleted

MESSAGE NOTIFICATION

There are now 2 ways to receive Voicemail message waiting notifications.

1. The message waiting indicator light on your Avaya telephone set when a new Voicemail message has been left.
2. Voicemail-to-email notification. If you are the owner of a Voicemail box extension number you may also receive an email notification with a copy of the Voicemail message attached.

MESSAGE RETENTION

- If you are a user receiving Voicemail-to-email notification, your telephone Voicemail messages will automatically be deleted from your Voicemail box after 14 days.
- If you are a user who only receives telephone Voicemail messages and no Voicemail-to-email notifications, your Voicemail messages will automatically be deleted after 30 days.

*In the event you do not receive Voicemail-to-email notifications and would like to or if you are receiving Voicemail-to-email notification and do not wish to, please submit a request to the HITS Helpdesk.

For more in-depth reference material please visit the Telecommunications SharePoint site at <https://ishare.hhsc.ca/corporate/tc/>

If you have any questions, please contact the HITS Helpdesk via HITS myIT, email to helpd@hhsc.ca or 905-521-2100 ext. 43000.