## Avaya Aura Messaging (Voice Mail)

Voice Mail Commands page for commands available while maneuvering through the system

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### ACCESSING VOICE MAIL
- From a phone on the system
  - Dial voice mail extension (600) or press the Messages key.
  - At the prompt press # (to access your mailbox).
  - Enter password followed by the # key. (86245 = temporary password).
- From an outside line
  - Dial 455-0600, the direct number to voicemail, you reach the system greeting.
  - Dial your DID number to reach your greeting.
  - During your greeting, press * *, to get to the system greeting.
  - At the system greeting press the # key.
  - Enter your 7-digit mailbox number followed by the # key.
  - Enter your password followed by the # key.

### HOW TO LEAVE A VM WITHOUT RINGING PHONE
- Access Voicemail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message for.

Note: You can also transfer a caller into someone’s voicemail by using the above with the transfer feature.

### HOW TO TRANSFER TO VM WITHOUT RINGING PHONE
- After you receive a call on your line, press the “Transfer” soft key
- Press the Msg/Inbox key
- Press * at any time to get to the system greeting
- The voice message will ask you for the mailbox number. Enter the 7-digit mailbox number for the party you wish to leave a message for (without the # at the end)
- Press the “Transfer” soft key

### NOTES:
- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the system.
- You will be forced through an enrollment process the first time you log in to the system (Change Password, Record Name, Select Greeting - Standard System Greeting / Personal Greeting).
- Your temporary password is 86245.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- You can have up to six invalid login attempts then your mailbox will be disabled. You can have three invalid login attempts per session.