

Voicemail

The purpose of this document is to provide you with the information and steps necessary to access and manage your voicemail. The steps below are to be referenced once you have been provided a phone extension at your work location.

Avaya phone:

1. Press the MESSAGE button
 - a. You will be required to enter your voicemail password and then press Done
2. The Visual Voice menu is displayed
3. The numbers shown against the Listen option indicate the number of new, old, and saved messages in your mailbox
4. Highlight Listen by using the up and down cursor keys and press Select
5. Use the up and down cursor keys to highlight which messages (New, Old or Saved) you want to listen to and press Select. The details of the first message of that type are displayed
6. You can use the up and down cursor keys to scroll through the messages
7. Use the soft keys to control the playback actions for the currently highlighted message:
 - a. Call – Call the person who left the message
 - b. Back – Return to the previous menu
 - c. Play/Pause – Start/stop playback of the currently displayed message
 - d. Delete – Delete the message
 - e. Save – Mark the message as saved. Saved messages are not normally automatically deleted
 - f. Copy – Copy the message to another mailbox. The menu prompts you to enter the destination number.

From Off Campus or From Another Phone:

1. 1. Call 7097 or 360 709 7097 if off site
2. 2. Enter your four digit extension and press “#”
3. 3. Enter passcode – (the temporary passcode will be emailed in your onboarding information you will need to change. Press “#”
4. 3. The first time you call voice mail, follow the tutorial to set up your passcode, your name, and a personal greeting (ie, greeting #1).
5. **Greeting:** Listen carefully – you are not setting up a “message”, you are setting up a “greeting”. (A message is a recording you can send to another mailbox. A greeting is what callers hear when they reach your voice mail.) Wait until after the message prompt is played, then you will hear the greeting prompt.
6. **Note:** After you record the greeting, do not hang up. Remain on the line to **activate** the greeting you recorded.

Helpful Hint:

Press 1 to bypass someone’s personal greeting



Additional Support can be obtained by contacting the Technology Department

Help Desk: 360-709-7080

Email: Helpdesk@tumwater.k12.wa.us

