

## Using your voice mailbox


### BRIEFING

The boss says you have a new voice mailbox. Great! Since he isn't likely to tell you, you and I can go over the basics here.

Let's talk about how to access your voice messages, how to record your name and a greeting, record a temporary greeting for when you are away, and how to change your password.

### LAUNCH

You can manage your voice mailbox from either the softphone app, or from your Avaya E129 desktop telephone.

To access your mailbox from a telephone, press the Voice Mailbox button .

If you are using the softphone app, call your own extension number.

Once you are in...

- Press 1 to listen to all the new messages people have left for you.
- Press 2 to listen to all of your previously saved messages.
- Press 5 to manage your mailbox, and then...
  - Press 1 to record the regular greeting for your mailbox. This is what people will hear when they want to leave you a message. Begin speaking at the tone, and press any key to end recording.
  - Press 2 to record your name. This appears in the company directory when people are trying to find you. Say your name after the tone, and press any key to end recording.
  - Press 3 to change your mailbox password.
  - Press 4 to record a temporary greeting to be played instead of your regular greeting. For example, if you are on vacation, you can create a temp greeting to let people know when you will return. Begin speaking at the tone, and press any key to end recording.
  - Press 5 to delete a temporary greeting and restore your regular greeting.

Follow any additional instructions the nice lady on the phone gives you to complete any of these tasks.

### NEXT MISSION

- Find out more about the advanced features waiting in your voice mailbox.
- What if someone does leave you a message? You need to know how to call them back, in case it was important.