



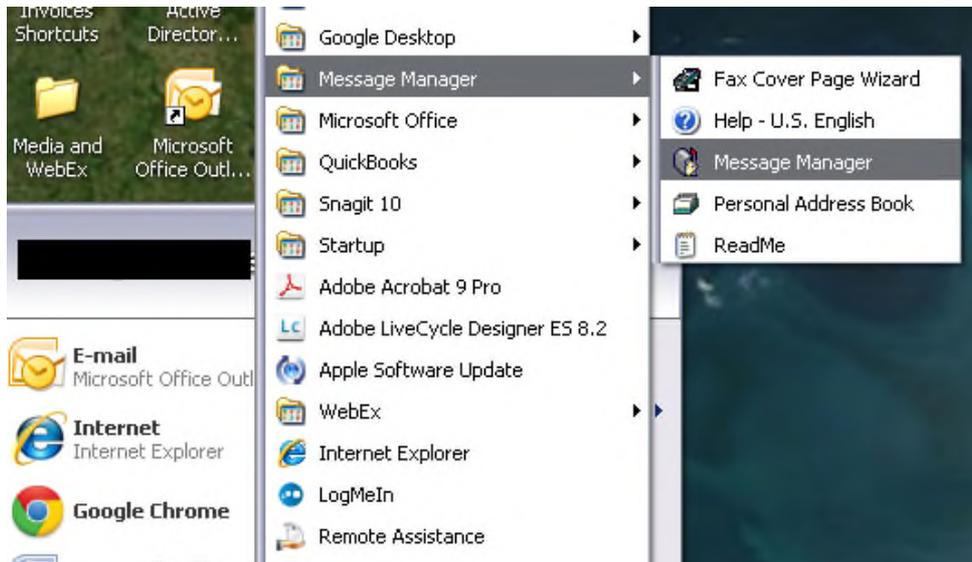
# PHONE REFERENCE

## MESSAGE MANAGER:

### Logging In

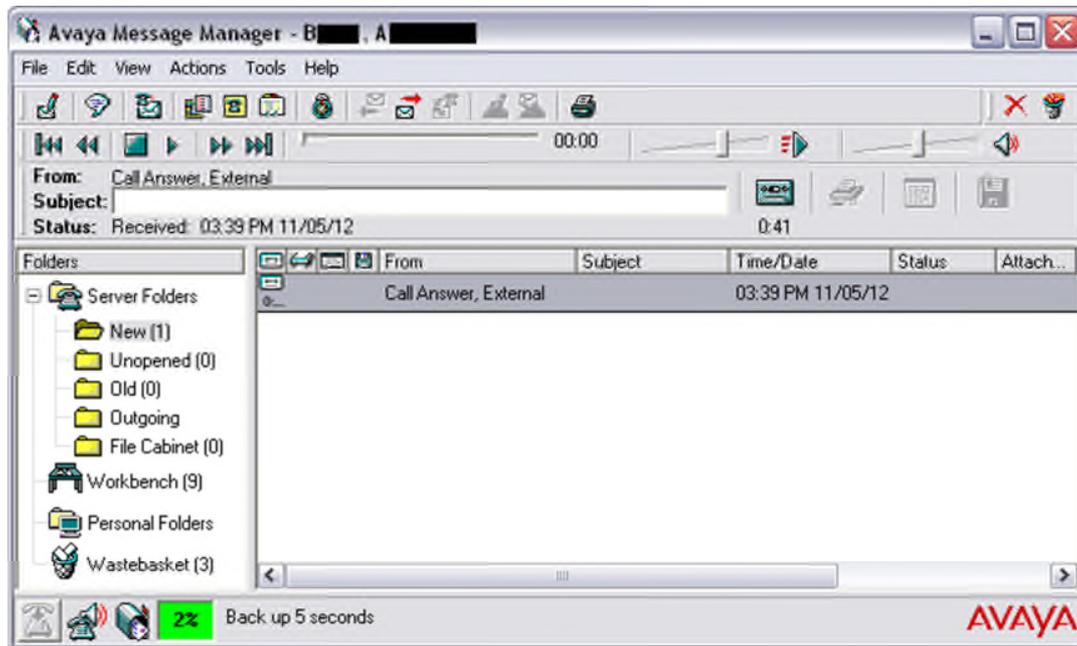
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1. In the Start  menu, select Start > All Programs > Message Manager (folder) > Message Manager (application)



2. The AUDIX Login window will appear. In the **Extension** field, enter your phone extension. In the **Audio Connection** field, also enter your extension. In the **Password** field, enter your voicemail password. If you are logging in for the first time, your password will be your extension backwards.

- The Message Manager application will open.

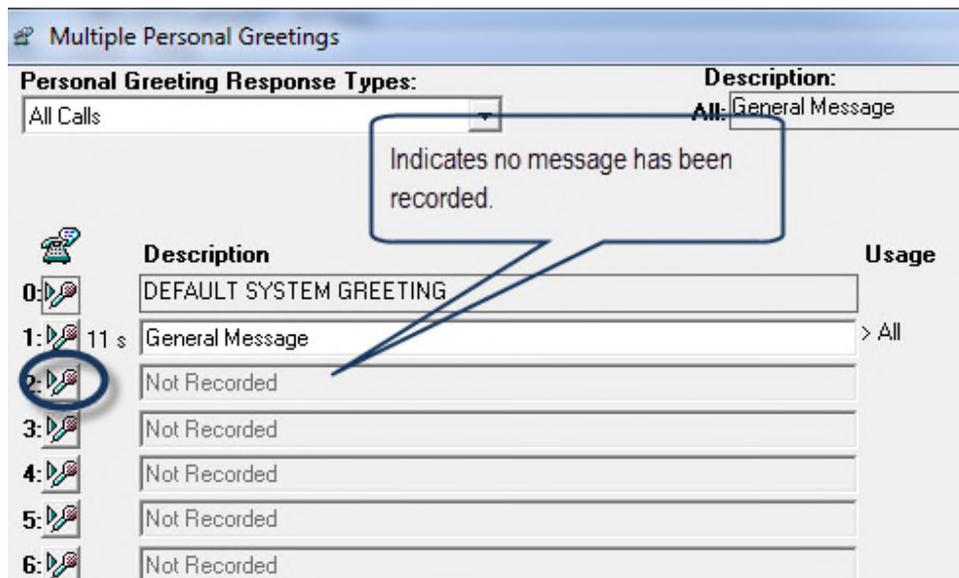


## Setting up your personal Greeting:

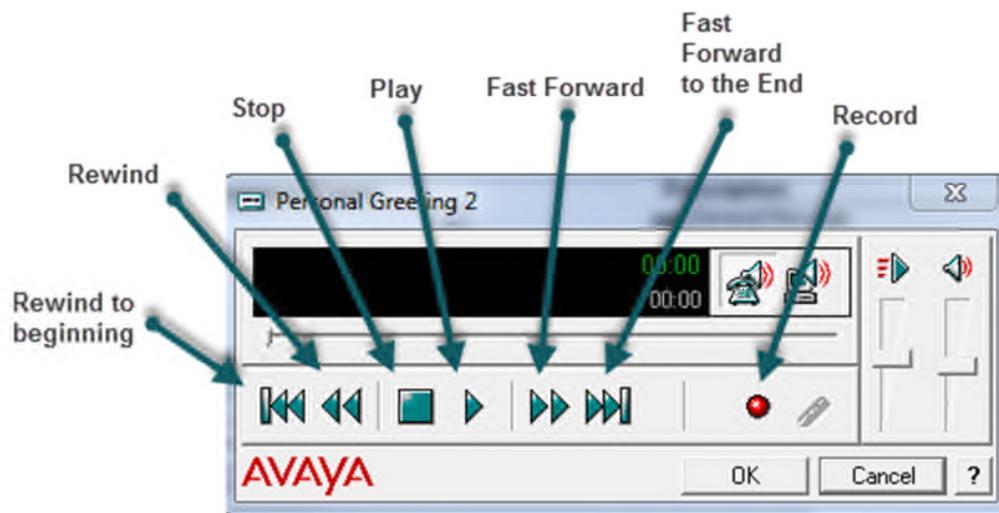
- In the Avaya Message Manager application, click on the “Manage personal greetings” icon:



- This will take you to a list of your personal greetings. From here, click on an empty message recording:

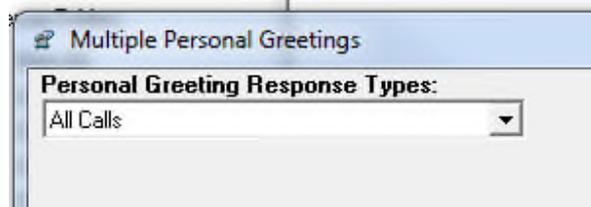


**Note:** Once you have clicked the icon, your phone will ring from “Intuity Port”. Once you pick up, there is a brief delay, and the recording will begin after the beep:



You may stop the recording to edit or delete at any time. Once you are satisfied with the recording, click “OK”

- Next, use the “personal greeting response type” to choose where you would like this message to be played.



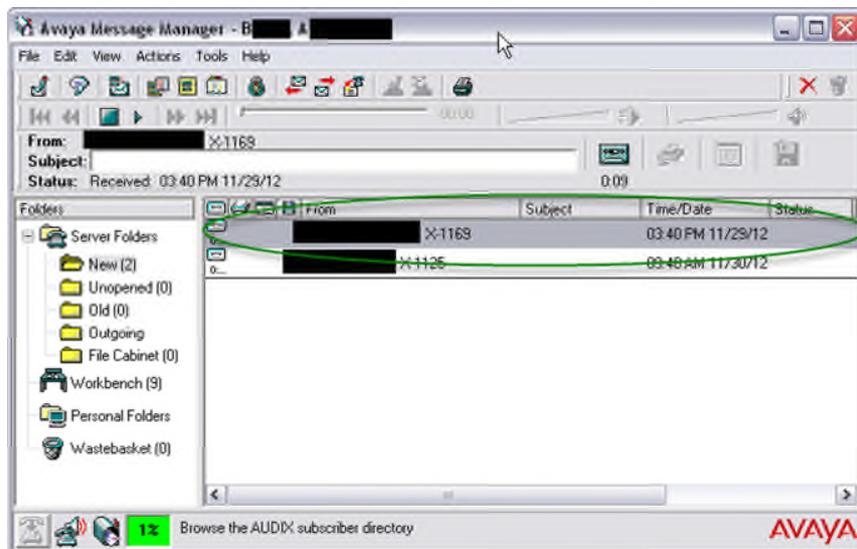
You can choose from:

- All Calls: The message will be played for all calls
- Internal/ External Calls: The message will be played for all business hour calls
- Internal/ External / Out of Hour Calls : The greeting will be played for Internal external and after business hour calls
- Busy / No answer Calls : The message will be played while you are on the phone or away from your desk during business hours
- Busy / No answer / Out of Hour Calls : The message will be played for all calls while you are on your phone, away from your desk, and after business hours

You may record up to 9 different messages.

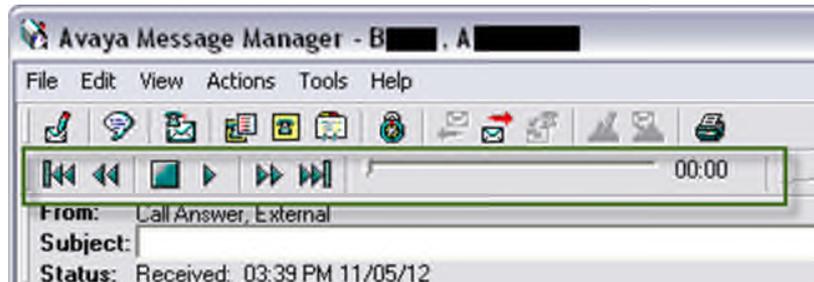
## Checking Messages

4. Double click on the message you would like to listen to. The phone will ring. The caller ID will show a call from “Intuity Port”





5. Listen to the message to play through your phone. If at any time you would like to stop, rewind, or fast forward through the recording use the recording controls.



6. When you are finished with the recording, simply hang up.

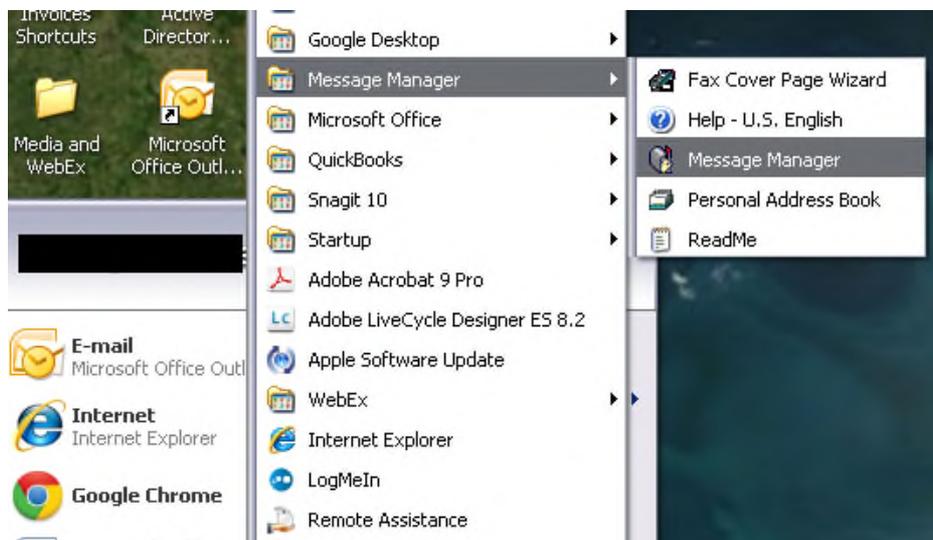
## Checking Someone Else's Voicemail

You may be asked to check the voicemail of another colleague when they are out of the office, or the voicemail of an employee who has left the employ of the College. If you are tasked with checking another's voicemail you will need:

- The employee's extension
- The employee's voicemail password

To log into Message Manager to check another's voicemail:

1. In the Start menu, select Start > All Programs > Message Manager (folder) > Message Manager (application)



- The AUDIX Login will appear. In the **Extension** field, enter your extension. In the **Audio Connection** field, enter the other employee's extension. In the **Password** field, enter the password of the other employee's voicemail.

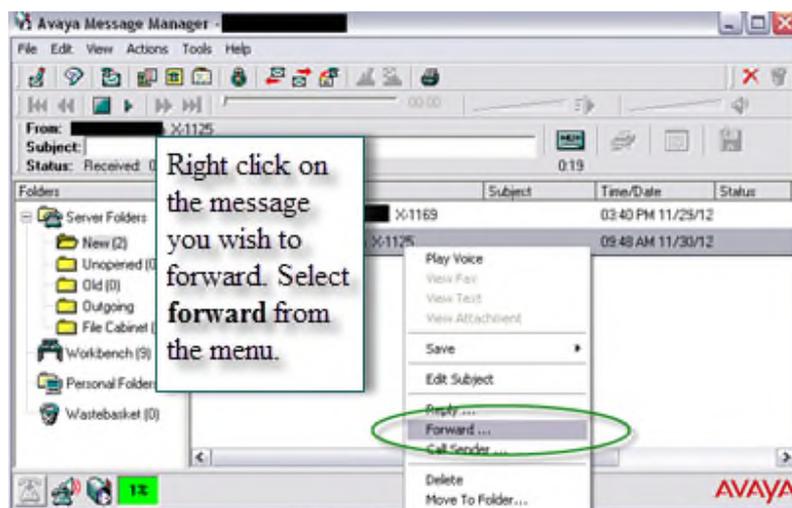


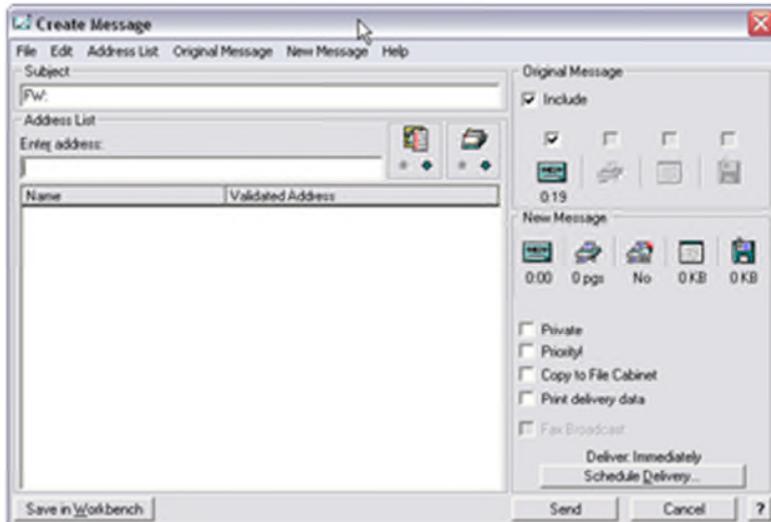
- You will be logged into Message Manager as the substitute extension.

## Forwarding a Message

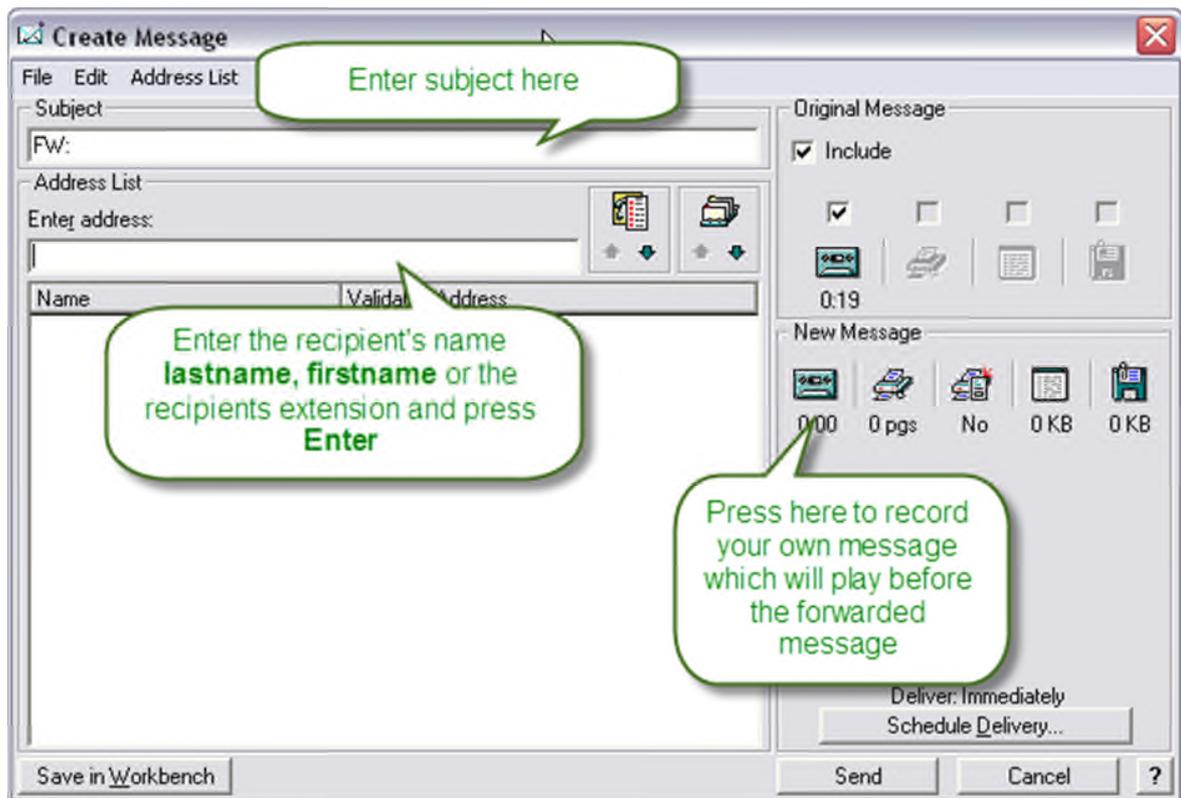
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After Logging In (see directions above) and you are interacting with the Message Manager window:





The Create Message Window will appear. Here, you will be able to customize your message



When you are satisfied with your message, press

