



**Avaya Aura™ Communication
Manager Branch voice mail
Quick Reference Guide**

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Logging in from an onsite location

1. Enter the Communication Manager Branch voice mail extension, _____, to access the voice mail system.
2. Identify your mailbox:
 - From your own telephone extension press **#**.
 - From another telephone extension, enter your extension, and then press **#**.
3. If you have a password, enter your Password, and press **#**.
4. If you are logging in for the first time, you must set your password. Press **#**.
5. Follow the prompts to record your name, enter a new password, and select your preferred language (if applicable).

Logging in from a remote location

1. Access the voice mail system by the designated method provided your system administrator provided.
2. If you do not hear the Voice Mail menu or greeting, press ***** **7**.
3. Enter your extension, and press **#**.
4. If you have a password, enter your Password, and press **#**.
5. If you are logging in for the first time, you must set your password. Press **#**.
6. Follow the prompts to record your name, enter a new password, and select your preferred language (if applicable).
7. The system announces the number of new messages and old messages that you have in your mailbox.

Options

After you log in, choose an option:

Press	For
1	Recording and sending messages.
2	Listening to messages
3	Recording or deleting a Personal Greeting
4	Changing your Personal Operator
5	Personalizing your mailbox.
6	Using Outcalling
8	Choosing Call Answer Mode
* 8	Transferring to another extension

Your messages

About message categories

You can assign Priority, Private, and Return Receipt categories to messages you send.

- You hear priority messages first when listening to new messages.
- You cannot forward Private messages.
- Return Receipt messages notify you when the recipient listens to the message.

Note:

You can assign one, two, or all categories to a message.

Listening to messages

1. Log in to voice mail.
2. Press **2** to get messages. The system plays the message header.

3. Choose an option:

- To listen to the message, press **[0]**. If the message is a fax it will be transferred to your email (if administered).
- To skip the message, press **[#]**. The message remains as “new” until you listen to the body.
- To replay the header only, press **[2] [3]**.
- To delete the message, press **[*] [3]**.
- To change the message status back to new, press **[*] [6]**, then press **[#]** to go to the next message. The next time you log in for messages, this message will be marked as new.
- To return to the previous message, press **[*] [5]**. To back up to the message you want, press **[*] [5]** repeatedly.
- To respond to the message, press **[1]**.

Note:

Delete faxes which you have received in your e-mail to free space in your voice mailbox.

Responding to messages

1. After the recorded message plays, press **[1]** to respond to the message.
2. Choose an option:
3. To reply to the sender by voice mail, press **[1]**. Go to step 6.

Note:

The sender must have a mailbox in the system.

4. To forward the recorded message, press **[2]**. Go to step 8.
5. To call to an internal sender back, press **[3]**. Go to step 9.
6. Record your comments and then press **[1]**.
7. Choose an option:
 - To approve, press **[#]**.
 - To play back your comments, press **[2] [3]**.
 - To re-record your response, press **[2] [1]**.
 - To cancel responding or forwarding, press **[*] [3]**.
8. Do one of the following:
 - If you are responding to the message, continue with Step 9.
 - If you are forwarding the message, do one of the following:

- Record a comment that the recipients hear before the message, then press **[1]**.
 - To play back the comment, press **[2] [3]**.
 - To re-record the comment, press **[2] [1]**.
 - To delete the comment, press **[*] [3]**.
 - To approve the comment, press **[#]**.
9. Choose an option:
- Enter the extension of a recipient, then press **[#]**.
 - To use your Personal Mailing Lists:
 - Press **[*] [5]**
 - Enter the Mailing List number (from 1 to 10)
 - Then press **[#]**.
 - To use the Directory, press **[*] [2]**. (See [Using the Directory to find an extension by name](#)).
 - To delete the last entry, press **[*] [3]**.
10. Repeat step 9 to address the message to additional recipients.
11. Press **[#]** when you finish.

Recording and sending messages

1. Log in to voice mail.
2. Press **[1]** to record a message.
3. Record your message.
4. Press **[1]** when you finish recording.
5. Choose an option:
 - To approve the recorded message, press **[#]**. Continue with Step 6.
 - To play back the recorded message, press **[2] [3]**.
 - To re-record the message, press **[2] [1]**. Continue with Step 3.
 - To delete the recorded message and return to the voice mail Activity Menu, press **[*] [3]**.
6. Choose an option:
 - To transfer to a recipient, enter the extension, then press **[#]**.
 - To use your Personal Mailing Lists:
 - Press **[*] [5]**

- Enter the Mailing List number (from 1 to 10)
 - Then press **#**.
 - To use the Directory, press ***** **2**. (See [Using the Directory to find an extension by name](#)).
 - To delete the last entry, press ***** **3**.
7. Repeat Step 6 to address the message to additional recipients.
8. Press **#** when you finish addressing the message.
9. Choose an option:
- To make the message Private, press **1**.
 - To make the message Priority, press **2**.
 - To request a Return Receipt, press **3**.
 - To cancel the previously selected category, press **0**.
 - To send the recorded message, press **#**.

Personalizing your mailbox

Recording your name

1. Log in to the voice mail system.
2. Press **5** to change your name recording or greeting.
3. Choose an option:
 - To listen to the current name recording, press **0**.
 - To record your name, press **1**.
 - Record your name.
 - Choose an option:
 - To approve your name, press **#**.
 - To play back your name, press **2** **3**.
 - To re-record your name, press **2** **1**.
4. Press **#** when you finish.

Recording or deleting a Personal Greeting

The voice mailbox supports up to two languages and TTY (teletypewriter) for system prompts and your personal greetings.

Note:

Some of these options might not be available on your system.

You can have one or two different Personal Greetings for each language.

1. Log in to voice mail.
2. Press **[3]** to change one or both of your greetings.
3. Press **[1]** to change your busy greeting or **[2]** to change your unavailable greeting
 - The system announces the current settings.
4. Choose the language for which you want to change the greeting.
 - To select the primary language (Mailbox language 1), press **[1]**.
 - To select the secondary language (Mailbox language 2), press **[2]**.

The system announces the selected language.

5. Choose an option:
 - To listen to your greeting, press **[3]**.
 - To delete your greeting, press **[*] [3]**.
 - To record your greeting, press **[1]**.
 - Choose an option:
 - To approve your greeting, press **[#]**.
 - To play back your greeting, press **[2] [3]**.
 - To re-record your greeting, press **[2] [1]**.
 - To delete your greeting, press **[*] [3]**.

Creating mailing lists

Use Mailing Lists to send messages to multiple mailboxes without entering each extension individually. You can have up to 10 Mailing Lists. Each list can include up to 50 mailboxes.

1. Log in to voice mail.
2. Press **[5]** to select Administer Personal Options.
3. Press **[1]** to select Mailing Lists.
4. Press **[1]** to create a list.

5. Enter the number that you want to assign to the list (from 1 to 10), then press **#**.
6. Choose an option:
 - Enter the extension of the mailbox and then press **#**.
 - To use the Directory to add an extension, press ***** **2**. (See Using the Directory to find an extension by name.)
 - To delete the last entry, press ***** **3**.
7. Repeat Step 6 for each mailbox that you want to add.
8. Press **#** when you finish.

Reviewing or modifying Mailing Lists

1. Log in to voice mail.
2. Press **5** to select Administer Personal Options.
3. Press **1** to select Mailing Lists.
4. Press **3** to review or change Mailing Lists.
 - The system announces the number of entries in the first Mailing List.
5. Choose an option:
 - To review or change the list, press **1**. Go to step 8.
 - To delete the list, press ***** **3**.
 - To skip to the next list, press ***** **#**.
 - The system announces the number of entries in the next Mailing List.
6. Repeat Step 5.
7. Press **#** when you finish.
8. Choose an option:
 - To skip the extension, press ***** **#**.
 - To delete the extension, press ***** **3**.
 - To add an extension, press **1** then choose an option:
 - Enter the extension of the mailbox, then press **#**.
 - Press ***** **2** to use the Directory. (See Using the Directory to find an extension by name.)
9. Press **#** when you finish.

Changing the mailbox language

The voice mailbox supports up to two languages and TTY (teletypewriter) for system prompts and your personal greetings.

Note:

Some of these options might not be available on your system.

1. Log in to voice mail.
2. Press **[5]** to select Administer Personal Options.
3. Press **[2]** to select Mailbox Language.
4. Chose an option:
 - To select the primary language (Mailbox language 1), press **[1]**.
 - To select the secondary language (Mailbox language 2), press **[2]**.
 - To select the primary language TTY (Mailbox language 1), press **[3]**.
 - To select the secondary language TTY (Mailbox language 2), press **[4]**.
 - The system announces the selected language.

Note:

You might hear TTY tones in this menu if applicable to your system.

5. Press **[#]** when you finish.

Changing your Personal Operator

You can change the extension that answers your calls when you are unavailable. If you use the Personal Operator option, ensure that your greeting tells callers to press 0 to reach your personal operator.

1. Log in to voice mail.
2. Press **[4]** to change your Personal Operator.
3. Choose an option:
 - Enter the extension of your Personal Operator, and press **[#]**.
 - To delete your Personal Operator, press **[*]** **[3]**.
4. Press **[#]** when you finish.

Changing your Password

Your password consists of 4 to 15 digits, depending on the system administration.

1. Log in to voice mail.
2. Press **[5]** to select Administer Personal Options.
3. Press **[4]** to change your password.
4. Enter the new password, and press **[#]**.
5. Confirm the new password, and press **[#]**.
6. Press **[#]** when you finish.

Choosing Call Answer Mode

Call Answer Mode determines whether callers can leave a message after your Personal Greeting.

- When your mailbox is in Record Mode, callers can leave a message.
 - When your mailbox is in Answer-Only Mode, callers cannot leave a message.
1. Log in to voice mail.
 2. Press **[8]** to change Call Answer Mode.
 3. Choose an option:
 - For Record Mode, press **[1]**.
 - For Answer-Only Mode, press **[2]**.
 4. Press **[#]** when you finish.

TTY Support

You can enable or disable TTY support for your voice mail. Communication Manager Branch voice mail supports storage and retrieval of TTY messages.

Note:

TTY is available for U.S. English only and might not be available on your system.

1. Log in to voice mail.
2. Press **[5]** to select Administer Personal Options.
3. Press **[7]** to change the TTY status.
The system announces the current status.

4. Chose an option:
 - To enable TTY support, press **[1]**.
 - To disable TTY support, press **[2]**.
5. The system announces the new status.

Using Outcalling

About Outcalling

With Outcalling, voice mail calls the numbers which you have configured to signal that a new message has arrived in your mailbox. If your mailbox has outcalling permission, you can use Outcalling for all messages or only for Priority messages.



Tip:

If you choose Outcalling for Priority messages only, instruct your callers on how to leave a Priority message.

Turning Outcalling on or off

1. Log in to voice mail.
2. Press **[6]** to select Outcalling.
3. Press **[1]**, then choose an option:
 - To turn Outcalling off, press **[0]**.
 - To activate Outcalling for all messages, press **[1]**.
 - To activate for Priority messages only, press **[2]**.
4. Press **[#]** when you finish.

Setting your Outcalling numbers

1. Log in to voice mail.
2. Press **[6]** to select Outcalling.
3. Press **[4]** to change your list of Outcalling Numbers.

4. Choose the entry number from 1 to 5.
 - If your mailbox has Outcalling permission, you hear the number. If not, you hear, "Entry number x is not used."
 5. Choose an option:
 - To change or add an Outcalling number, press **[1]**.
 - Continue with Step 6.
 - To delete the Outcalling number, press **[*] [3]**.
 - To keep the Outcalling number and return to the Outcalling menu, press **[#]**.
 6. Enter the Outcalling number and wait 5 seconds for the system confirmation.
- Note:**
To call outside the system, add the appropriate digit, for example, "0", at the start of the number.
7. Choose an option:
 - If you have finished entering the number, press **[#]**. Listen to the Outcalling entry information and continue with Step 9.
 - To enter more digits, press **[1]**. Then repeat Step 7.
 8. Choose an option:
 - To confirm your entry, press **[9]**.
 - To cancel your entry, press **[6]**.
 9. Return to Step 4 to configure more Outcalling Numbers.
 10. Press **[#]** when you finish.

Transferring to another extension

1. Press **[*] [8]**, then choose an option:
 - Enter the extension, and press **[#]**.
 - To call the operator, press **[0]**.
 - To access the Directory, press **[*] [2]**.
 - To hear a list of extensions by name in the Directory, press **[1]**.

Using the Directory to find an extension by name

1. Press [*] [2] to access the Directory.
 - To hear a list of extensions by name in the Directory, press [1].
 - Enter up to the first 10 letters of the last name and then press [#].