

# Voice Messaging

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Welcome to Avaya Voice Messaging!

## To Set up Your Mailbox [from your phone]

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1. Press Message Button or dial 1200
  - a. >Hear "Enter mailbox number" <
2. Press [#] to skip the mailbox number entry.
3. >Hear "Enter password followed by [#]" <
4. Enter default password **3700#**
5. Follow prompts and create a new password.
6. Follow prompts and record a name greeting.



## To Check Your Own Mailbox

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1. Press Message Button or dial 1200
2. >Hear "enter your mailbox number" <
3. Press [#] to skip this step if your calling from your own phone. (or) Dial your 4-digit extension followed by [#] sign.
4. >Hear "enter your password" <
5. Enter your password, and [#] sign.

## To Check a Mailbox that is Not Your Own

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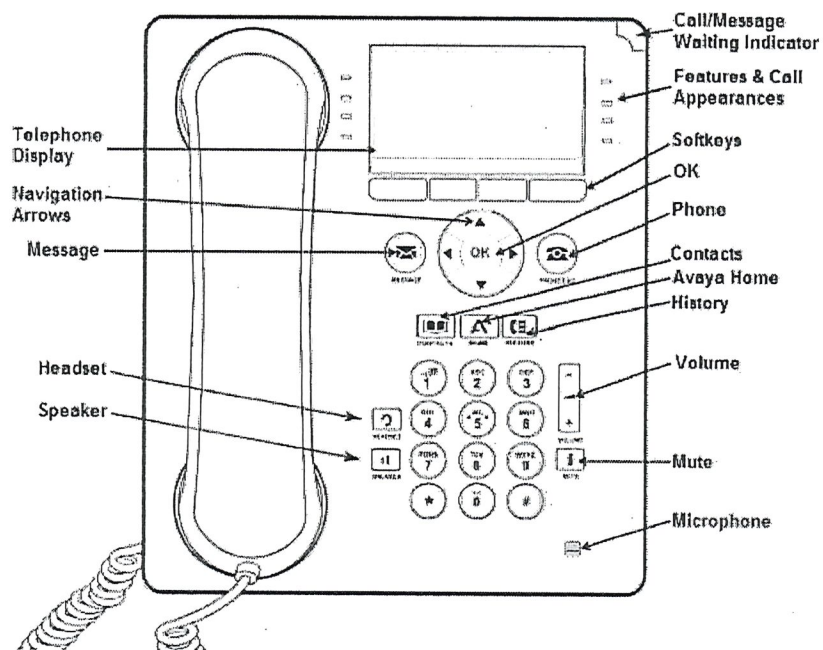
1. Press Message Button or dial 1200
2. Enter 4-digit mailbox/extension number
  - a. >Hear "Enter password followed by pound sign" <
3. Enter the password for the mailbox followed by [#]

## To Check Your Mailbox [from offsite]


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1. Dial external voicemail access number  
➤ **(925) 424-1200**
2. >Hear "enter your mailbox number" <
3. Dial your 4-digit extension
4. >Hear "enter your password" <
5. Enter your password, and [#]

# 9404&9408 DESK PHONE



## PHONE EXIT

1. To exit any screen and return to the main screen press the Phone Button 

## CALL HANDLING

1. To Make a Call lift handset or press speaker or headset and dial. For internal calls dial the 4-digit extension, and for external calls, dial **[8]** first for an outside line.
2. To answer a 2<sup>nd</sup> call, press **Hold**, then press flashing light on second call.

## ANSWERING A CALL ON A BRIGED LINE APPEARANCE

1. Select the bridged call that you want to answer.

*Note: The button label of the bridged line with the incoming call is highlighted and its LED flashes to identify which bridged line is ringing. The ringing line is selected automatically when there is no other active call. If you are on another call when a call comes in to a bridged line, you must hold your call and touch the blinking line.*

## CALL FORWARD (INTERNAL ONLY)

You may forward calls to an internal extension.

1. Navigate to and press Call Forward button.
  - a. Hear the dial tone
2. Dial the 4-digit extension to forward calls to
  - a. Hear the confirmation tone
3. Press **Call Forward** again to disable.

## DIRECTORY




Use the directory to search for internal extensions by last name. Press the number digit only one time for the letter intended. If you make a mistake, press Directory button to clear the memory and start again. **The 1 key is a comma.**

1. Press **Directory**
2. Use dial pad to spell name i.e. for Susan Crane, press C [2], R[7], A[2], N[6]
3. Use the button labeled **Next** to scroll forward if necessary.
4. Finally, when the name is displayed, press the button **Make Call** and the number is dialed.

## DROP

1. The drop button can be used while in the middle of making a conference or transfer to drop the digits you have mistakenly dialed and begin again.
2. Also, use the Drop to automatically disconnect the last person added to a conference call.

## SEND ALL CALLS

1. Press **Phone**  to view the main Phone screen, if necessary.
2. Scroll left or right to view phone features.
3. Select **SendAllCalls** button to send all incoming calls directly to voice mail.
4. The light next to **SendAllCalls** is now on and a triangle  also appears to show the feature is on.
5. To turn **SendAllCalls** off, push the button again. The light and triangle  will go away.

## TRANSFER A CALL

1. While on a call, press the **Transfer** soft key
2. [hear dial tone]
3. Dial the number of the person you want to transfer the caller to, (Or press **CONTACTS**, scroll to the number, then press **OK** to select the contact.)
4. You may announce the call, if the call cannot be accepted press **the top line appearance to return to original caller.**
5. If the call is accepted, hang up, or press **Transfer**.

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## CONFERENCE CALL

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1. While on a call, press the **Conference** soft key
2. Dial the number of the person you want to conference in. If the additional party is internal, dial their extension, if they are external dial 1, the area code and telephone number.
3. Or, you may use the CONTACTS or CALL LOG list.
4. Press **Conference** to connect the person to the existing call.

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## CALL PICK UP

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Call Pick up will answer another telephone ringing in your call pick up group. Your administrator programs the telephones that are available in the group.

1. When you hear a line in your group ringing.
2. Press the flashing **Call Pick up** button
3. The call is answered on your line.

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## BUSY INDICATOR

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Busy Indicator buttons light up to show you when another user is active on their line. You may press the button as a speed dial to call the number.

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## DE-ACTIVATE RINGING

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Activate this feature to disable the ringer and activate visual alerting where the message light flashes when a call arrives.


1. Press **Home**
2. Scroll to and Select **Call Settings**
3. Press soft key or **OK** button
4. Scroll to **Audible Alerting**
5. Press **Change**
6. Press **OK**

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## SETTING THE HEADSET OR SPEAKER FOR CALLS

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You can set the audio path of your phone so that when you initiate a call, the speakerphone or your headset will automatically be used.


1. Press **Home**  button.
2. Scroll to **Call Settings**.
3. Press **Select** or **OK**.
4. Scroll to **Audio Path**.
5. Press **Change** or **OK** to switch on or off.
6. Press **Save**.

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## VIEWING THE HISTORY LOG

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1. Press **History**  button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Scroll up or down to view the numbers in a list.
4. Press **Details** to view details about the highlighted call.


**Note:** You can go to the top of the list by pressing **History**  button again.

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## CLEARING ENTRIES FROM THE HISTORY LOG

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Clearing the "All Calls" list from the History log deletes *all* of the entries in *all* lists. If you are viewing only the Outgoing Calls list, then only outgoing calls are deleted from the call log.

1. Press **History**  button.
2. Scroll right or left to view separate lists of your Answered, Outgoing, or Missed calls.
3. Stop at the list you want to delete.
4. Press **More**, then **Clear All** to delete all of the entries in the list you are viewing.
5. Press **Clear All** again or **OK** to confirm.

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## ADDING A NEW CONTACT

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1. Press **Contacts** .
2. Press **More**, then press **New**.
3. Enter the **Name** using the dial pad.
  - i. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. The number zero is used as a space key.
  - ii. Pause before entering the next character if the characters are on the same key.
  - iii. To change between upper and lower-case letters, press **More**, then press **Abc**.
  - iv. Press **Bksp** to delete the last character.
4. Scroll down to the **Number** field.
5. Enter the telephone number as if you were dialing it directly (dial 9 for outside calls, etc).
6. Press **Save**.