




## AVAYA DS HANDSET VOICEMAIL

The LED at the top of the phone will be solid RED if you have messages waiting.

### IMPORTANT

It is important to note that once a new message has been listened to, it is marked as 'old'. Old messages are automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** whilst listening to the message.

### ACCESSING VOICEMAIL

1. To access your mailbox, dial **\*17** from your own extension.
  - Some Avaya telephones have a dedicated voicemail key  **Messages** which can also be used to access your mailbox.
2. If your mailbox has an access code set, you will be prompted to enter it – default is 1234.
3. Enter you access code.
4. You will hear a prompt telling you how many messages you have.
5. The voicemail system will start playing your new messages.
6. Once you have accessed your mailbox, you can use the following controls:
  - **Play old messages:** Press **1**.
  - **Play saved messages:** Press **2**.
  - **Edit mailbox greeting:** Press **3**.
  - **Delete current message:** Press **4**.
  - **Save current message:** Press **5**.
  - **Change mailbox access code:** Press **\*04**.  
See [Amend an Access Code from Extension](#).
  - **Hear Help Prompts:** Press **\*4**.
  - **Exit:** Press **8**.

### EDITING YOUR MAILBOX GREETING

You can record a personalized greeting message by pressing **3** whilst in your mailbox.

The following options are available:

- **Hear your greeting message:** Press **1**.  
This option also allows you to hear the message you have just recorded so that you can then decide to record it or save it.
- **Change your greeting message:** Press **2**.  
You will be asked to speak after the tone and then press **2** at the end of the message. The system will see the **2** as the end of message and return to the menu, where you can press **1** to hear the new message and then press **3** to make the recording active. If you do not wish to use the recording you can record it or just hang up and the previous greeting will still be in use.
- **Save your greeting message:** Press **3**.  
If you hang up before pressing **3** the previous greeting will be used.



- **Save your message for playing on a continuous loop:** Press **4**.  
This option can be used to continually play the greeting. Callers will not be able to leave a message.
- **Hear Help Prompts:** Press **\*4**.
- **Exit to Previous Menu:** Press **8**.

## CHANGING YOUR PASSCODE

You can set an access code for your mailbox. This access code will be requested whenever you access the mailbox to collect messages. When set the access code must be between 4 and 15 digits in length.

Setting and changing a mailbox access code can be done by your system administrator. You can also do it yourself through the mailbox as follows:

1. Dial **\*17** from your extension.
2. If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.
3. Dial **\*04**.
4. When asked for the access code enter your current access code and **#**. If you have no current access code just press **#**.
5. Enter your new access code followed by **#**. Ensure that the code is at least four digits in length. If you enter a short code you will be prompted to enter a longer code.
  - To remove an existing access code and return the mailbox to not having an access code, just press **#**.
  - Do not set an obvious code, for example:
    - Do not match your extension number.
    - Do not use a sequence of digits, eg. 1234.
    - Do not use the same repeated digit, eg. 1111.
6. Re-enter your new access code followed by **#**. The access code will now be changed.
7. The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

## TURNING ON AND OFF VOICEMAIL

You can turn on and off your Voicemail by:

- Dial **\*19** to turn OFF Voicemail
- Dial **\*18** to turn ON Voicemail