ESNA Voicemail Aria

Setup your Voicemail

1.) Dial the voicemail extension number **(352-395-5550 or 5550) or** Press ✉ on your telephone

2.) Were you prompted for your voice mail password?
    If yes, go to Step 3 (this means the station is "integrated" to voicemail)
    If yes, but you'd like to login to a **different mailbox**, press *

3.) Key in the default password _____. **This password is for initial set-up only.** The system will guide you through a tutorial to establish your new Voicemail on first login

   a. Create a new password. Press # to continue.
      Dial slowly and slightly pause between each digit while entering the new password.
   b. Record your Personal Greeting. Press # to continue.
   c. Record your Name Greeting. Press # to continue.

To Retrieve Messages That Others Have Left for You

1.) Login to ESNA Messaging
2.) Press **1** to listen to your messages, then **1** again to retrieve unread messages.
3.) After listening to a message you can press **7 to delete**; **9 to save; 6 to send a copy** select nothing to keep the message marked read in your inbox.

To Change Your Password

1.) Login to ESNA Messaging and press 4 (Mailbox Options) at the main menu.
2.) Press **9** for "Change your password"
3.) Enter your new password and press **#**.

To Re-record Your Voiced-In Name

1.) Login to ESNA Messaging and press 4 (Mailbox Options) at the main menu.
    Press **1** for "Record Greetings"
    Press **6** for "Change Recorded Name"
    Record your name and press **#**.

To Check Messages for a Mailbox Different from Your Own

1.) Dial **(352-395-5550 or 5550) or** Press ✉ in your Avaya Telephone.
2.) Press **#**
3.) Enter your extension followed by your password.

Suggestions for Voice Mail Personal Greetings

Generic Greetings:

"Hello (Hi), you have reached (your name) with (your company and your department). I am either on my other line or away from my desk, so please leave your name, telephone number and a detailed message after the tone and I'll return your call as soon as possible. Thank you.

Message Playback Options
(while listening to message)
1 Rewind (5 sec)
2 Pause (5 sec)
3 Fast Forward (5 sec)

Listen to Messages in Inbox Folder
1 Unread Messages
2 Read Messages
9 Listen to All Messages
Return to Main Menu

START HERE

Main Menu
1 Listen to Messages in Inbox Folder
2 Send New Message
4 Personal Mailbox Options
9 Return to Auto Attendant
* Disconnect

Send Message Options
1 Review Recorded Message
2 Re-Record Message
3 Append to Recorded Message
4 Add Recipient
5 Save Message in Draft Folder
* Cancel Message and Return to Main Menu
# Message Addressing Options

Message Addressing Options
2 Mark Message as **Urgent**
5 Mark Message as **Confidential**
6 Mark Message as **Certified**
9 Listen to Recipients
Send Recorded Message

End of Message Options
(You are sent here after all message playback)
2 Print Fax
4 Review Message
5 Listen to Time and Date Stamp
6 Forward Message
7 Send Message to Deleted Folder
8 Reply Menu
9 Skip/Save
* Return to Main Menu
# Skip to Next Message without change in the Read Status

Reply to Message Options
1 Reply to Sender Only
2 Reply to All Recipients
8 Call Back to Sender
* Return to Previous Menu

Forward/Reply to Message Options
1 Review Recorded Message
2 Re-Record Message
* Cancel Message and Return to Previous Menu
# Message Addressing Options

Personal Mailbox Options
1 Greeting Options
2 Notification Schedule
3 Change Location
4 Define Default Fax Address
5 Listen to Messages in Draft Folder

Greeting Options
1 Personal Greetings
2 Record Location Greeting **(Extended Absence)**
3 Record Customized Greeting
6 Record Name Greeting
* Return to Personal Mailbox Options

Notification Schedule
1 Turn Notification Schedule On / Off
2 Notification Schedule Maintenance
* Return to Personal Mailbox Options

Notification Schedule Options
1 Add Notification Schedule
2 Modify Notification Schedule
3 Turn Schedule On / Off
5 Delete Notification Schedule
0 Listen to Notification Schedule
* Return to Personal Mailbox

Change Location
1 Change Location (**In Office**)
2 Change Location (**Away on Business**)
3 Change Location (**At Home**)
4 Change Location (**Meeting**)
5 Change Location (**At Lunch**)
6 Change Location (**Extended Absence**)
8 Review Availability and Location
* Return to Main Menu
# Change Availability