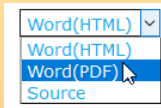


Last Updated March 26, 2020



To print or export this document, click the drop down in the upper right of this screen and select either Word (PDF) or Source.

Voicemail Instructions

CONTENTS

Voicemail Management on the Web

[Logging In](#)

[Listening to Messages](#)

[Message Window](#)

[Listen Through the Phone](#)

[Forwarding Messages](#)

[Additional Options](#)

[Receive Voicemail in Email](#)

[Mark Messages as Unplayed](#)

[Personal Greetings](#)

Voicemail Management by Phone

[Listening to Messages](#)

[Personal Greetings](#)

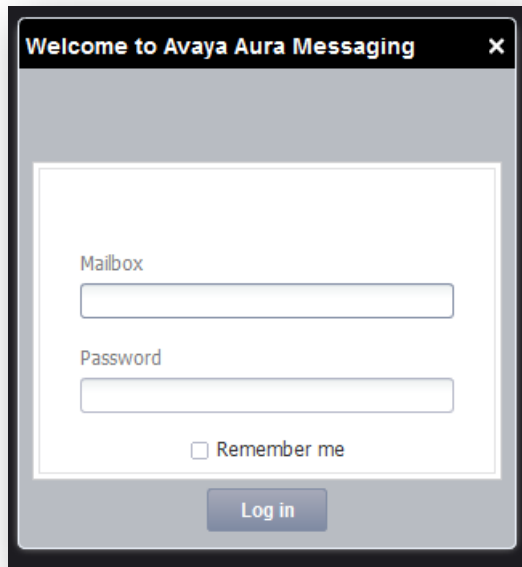
Voicemail Management on the Web

LOGGING IN

To log in:

1. Go to: <https://vmail.wichita.edu:10100/>
 - a. This is accessible in Internet Explorer only; it will not work in Firefox, Chrome or Edge
 - b. If off campus, you must be logged into the VPN connection
2. Mailbox: enter Extension Number (four digits)
3. Password: voicemail password

Last Updated March 26, 2020



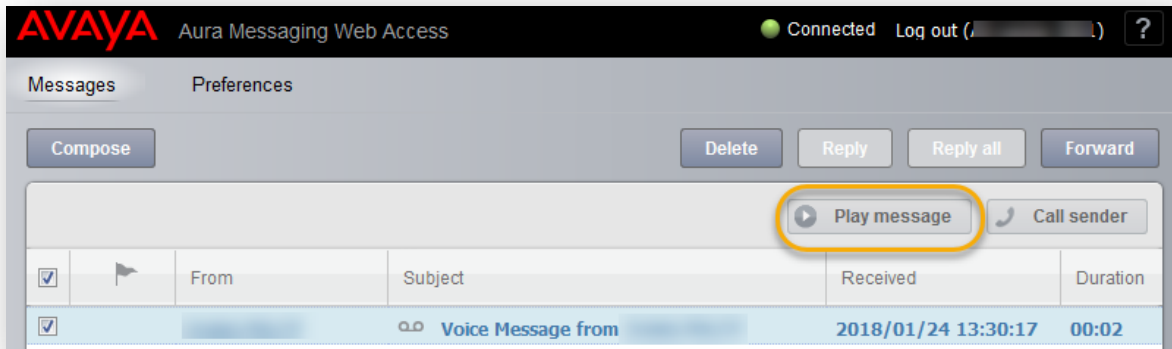
LISTENING TO MESSAGES

New messages appear in a list form. To listen to a message:

1. Click on the message to select it
2. Click Play Message

OR

1. Double click on a message



	From	Subject	Received	Duration
<input checked="" type="checkbox"/>		Voice Message from	2018/01/24 13:30:17	00:02

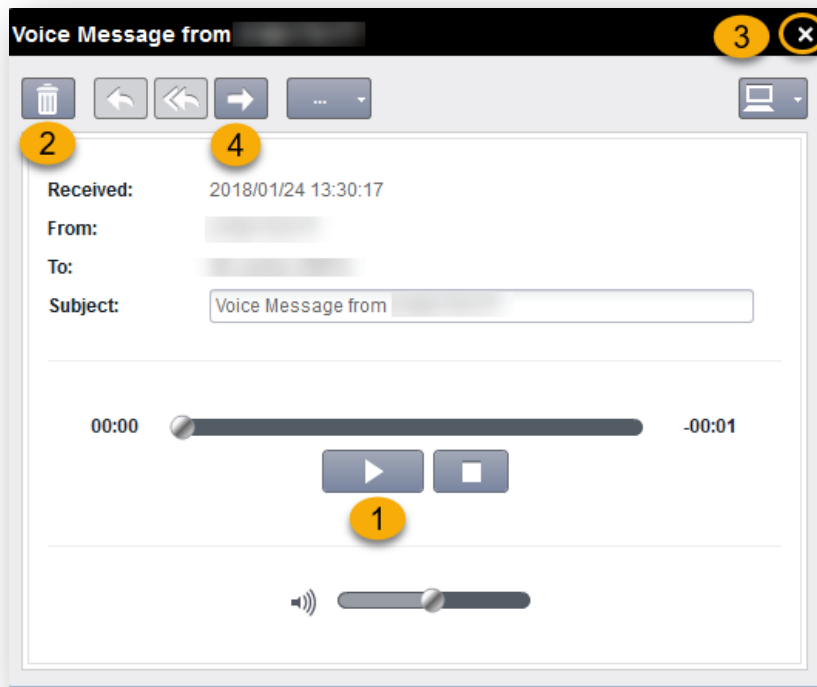
Message Window

After selecting Play Message or double clicking on a message, a new window will open.

In this new window the following options are present:

1. Play/replay the message
2. Delete the message
3. Close the message without deleting
4. Forward the message

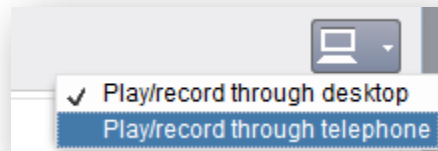
Last Updated March 26, 2020



Listen through Campus Phone

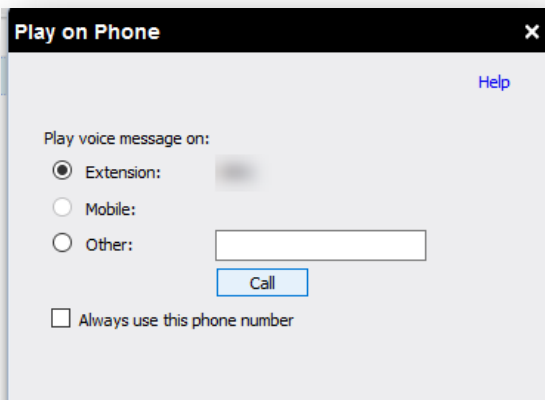
To listen to a message through phone:

1. In the message window, in the upper right corner, click on the computer image



2. Select Play/record through telephone: the icon will change to a picture of a telephone
3. A pop up window will appear, with the extension number listed
4. Click Call to send the message to the phone, then pick up the phone to listen to the message
5. There may be a prompt to enter the voicemail password first

Last Updated March 26, 2020

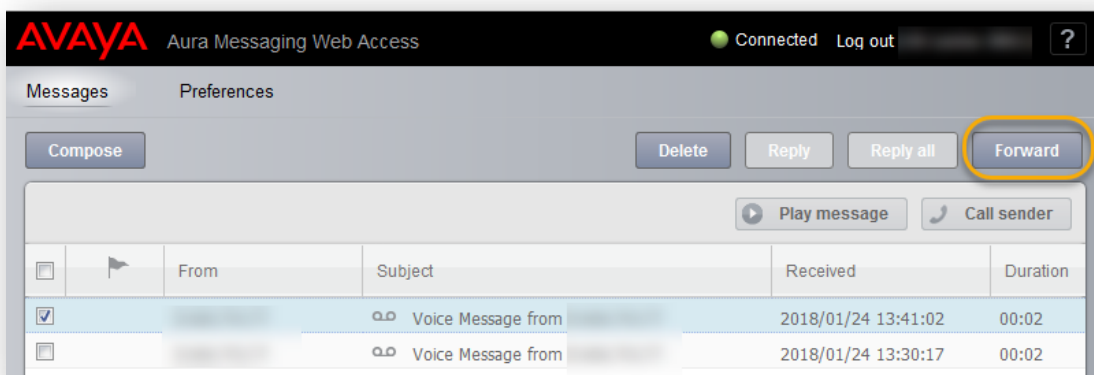


Mobile listening is not an option that can be selected from this screen. However, if to listen to messages through a mobile phone, follow the directions in the last section: [Access Voicemail by Phone](#).

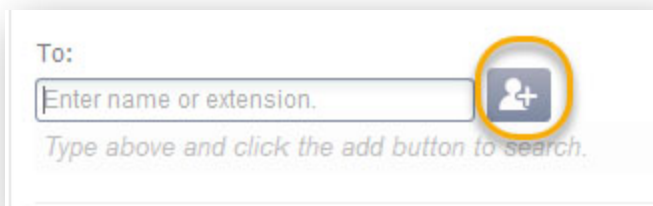
Forwarding Messages

To forward a message:

1. On the Avaya home screen, select the message
2. Select Forward

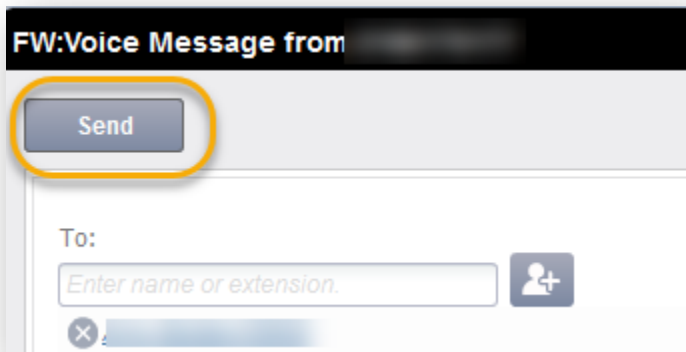


3. A pop up window will appear
 - a. In the "To:" space, type the full name of the person to receive the forward
 - b. Then click on the button to the right to search

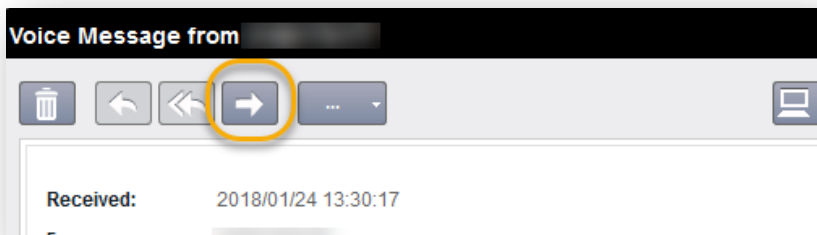


Last Updated March 26, 2020

4. The name and extension will appear below the search field
5. Click Send to forward the message







There is also a Forward option in the Play Message popup window:

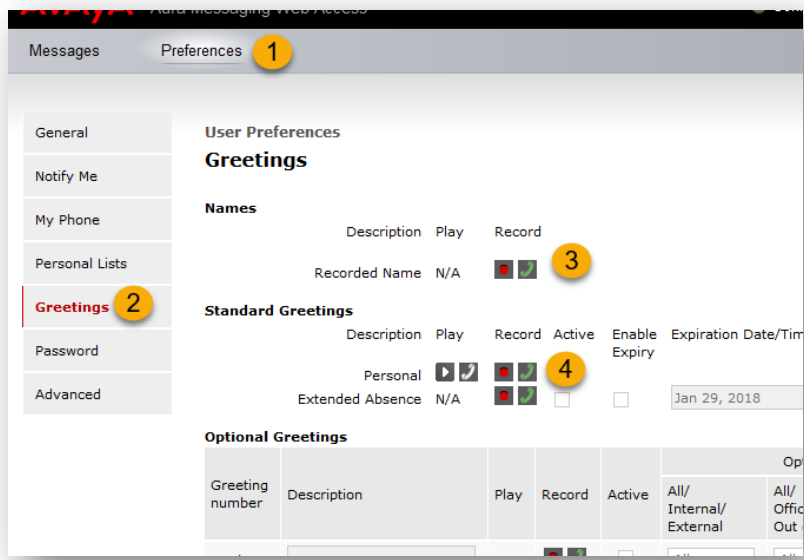


PERSONAL GREETINGS

To manage personal greetings:

1. Select Preferences
2. On the left menu, select Greetings
3. Record Name by selecting either the red circle (record from computer) or green phone (record from extension)
 -  
 - a. If phone is selected, users will be asked to confirm the extension: when the phone rings, users will be prompted to enter the password
 - b. Follow the voice prompts to record a greeting
4. Record Standard Greeting by selecting either the red circle (record from computer) or green phone (record from extension)
 -  
 - a. If phone is selected, users will be asked to confirm the extension: when the phone rings, users will be prompted to enter the password
 - b. Follow the voice prompts to record a greeting

Last Updated March 26, 2020



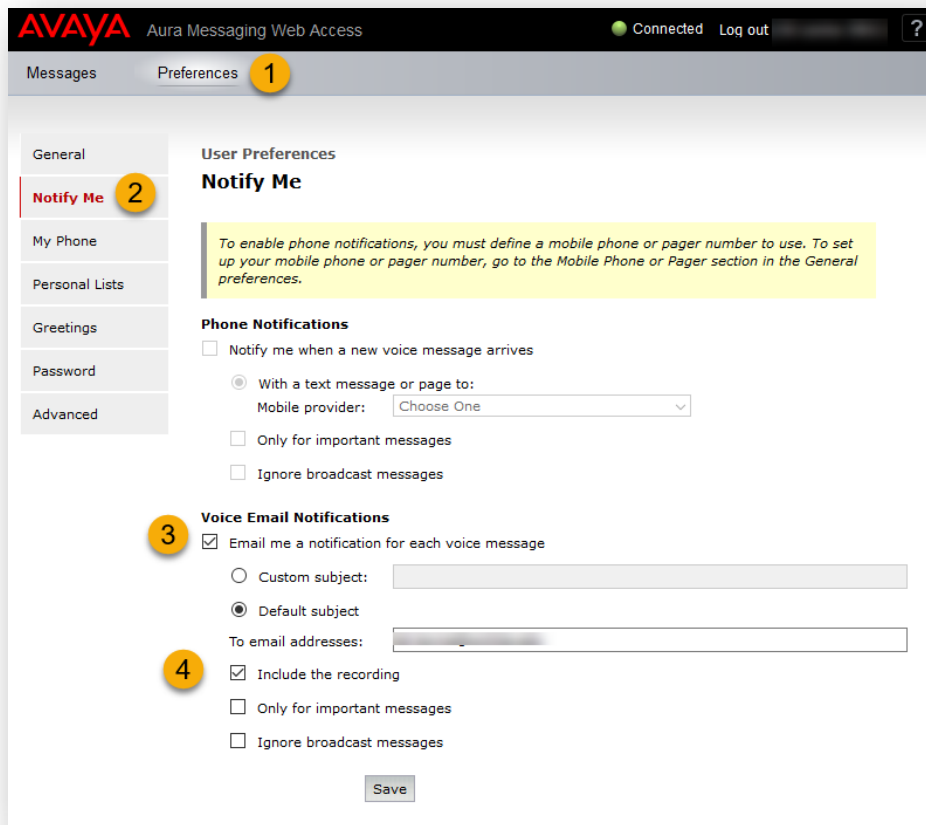
ADDITIONAL OPTIONS

Receive Voicemail in Email

Users have the option to receive voice messages in their email inbox. These messages will also continue to appear on the Avaya messaging web portal as well. To begin receiving messages in an email inbox:

1. On the Avaya Messaging home screen, select Preferences
2. On the left menu, select Notify Me
3. Check the box next to “Email me a notification” for each voice message
4. Optional: Select “Include the Recording” to also receive the recording in the email inbox
 - Caution: this will use mailbox space

Last Updated March 26, 2020



AVAYA Aura Messaging Web Access Connected Log out

Messages **Preferences** 1

General **Notify Me** 2

My Phone

Personal Lists

Greetings

Password

Advanced

User Preferences

Notify Me

To enable phone notifications, you must define a mobile phone or pager number to use. To set up your mobile phone or pager number, go to the Mobile Phone or Pager section in the General preferences.

Phone Notifications

Notify me when a new voice message arrives

With a text message or page to:

Mobile provider: Choose One

Only for important messages

Ignore broadcast messages

Voice Email Notifications

Email me a notification for each voice message

Custom subject: _____

Default subject

To email addresses: _____

Include the recording

Only for important messages

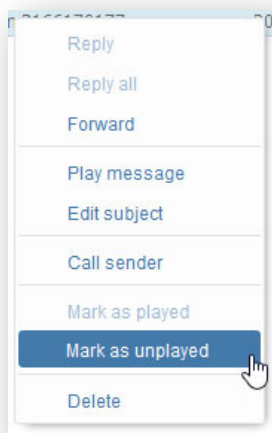
Ignore broadcast messages

Save

Marking Messages as Unplayed

Similar to marking an email Unread, there is an option to mark a voice message as “unplayed.”

1. In the Avaya Home screen, select the message
2. Right click, and select Mark as unplayed



Last Updated March 26, 2020

Voicemail Management by Phone

LISTENING TO MESSAGES

To access messages by phone:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. To listen to messages, Press 2
4. After message headers, press 0 to listen to the message
5. To delete a message, press *D
6. To skip a message, press #

For a full list of touchtone options, see the [Avaya Navigation Sheet](#).

PERSONAL GREETINGS

To record personal greetings through the phone menu:

1. Dial 8558 (on campus) or (316) 978 8558 (off campus)
2. Enter voicemail password when prompted
3. For personal greetings options, Press 3
4. To record a personal greeting, press 1

For a full list of touchtone options, see the [Touchtone Navigation Sheet](#).