Avaya IP Office Essential Edition (Embedded) VM User Guide for new (AVAYA) sets:

Accessing Your Mailbox and Messages *Note: Your Mailbox Number is the same as your Extension Number (except secretary phones).

Message Waiting Indicator: A steady red light on the top of your set indicates you have a new voicemail message.

To log in to your mailbox (From Your Own Set):

1. Press the **Message** (Envelope) key or Dial ***17** from your own extension.

2. Enter your Mailbox Number. Enter your Access Code *1st time default is 123456.*

3. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages.

Log into your mailbox, from another set:

1. Dial ***98**. Enter your Mailbox Number. Enter your Access Code.

Log into your mailbox, from Outside the office:

1. If you have a DID, call your DID and when you hear your greeting, dial ***2**. Enter your Mailbox Number. Enter your Access Code.

2. Or, call your Main Number. When you hear the Auto Attendant greeting, press *****. Enter your Mailbox Number. Enter your Access Code.

3. Or, call someone in your office and have them transfer you to ***98**. Enter your Mailbox Number. Enter your Access Code.

Transfer a Caller directly into a mailbox (without calling or ringing a set):

1. During a call, press **Transfer**, dial **# Extension.** Hang up (Example – Transfer, # 221, hang up)