


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.

START HERE

Message Playback Options (while listening to message)

- 1 Rewind (5 sec)
- 2 Pause (5 sec)
- 3 Fast Forward (5 sec)

Main Menu

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

Personal Mailbox Options

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

Listen to Messages in Inbox Folder

- 1 Unread Messages
- 2 Read Messages
- 9 Listen to All Messages
- # Return to Main Menu

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

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

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

Reply to Message Options

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

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

Forward/Reply to Message Options

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