

# Accessing Your Mailbox

1. Dial into the system.

From inside:	440-5101
From outside:	(910)440-5101

2. Press # when the system answers.

☒ **Note:** You may not need to go through these steps if you are dialing in from within your company, and if your telephone system offers voice messaging integration. In most cases, you will need only to enter your password.

3. Enter your Mailbox number.

4. Enter your password.

## Commonly Used Functions

☒ **Note:** The keys entered here assumes that you're logged in and are currently in the main menu.

Mailbox Configuration	
Change your Name Greeting	9-1-2
Change your Personal Recording	9-1-1
Change your Location	4
Change your Password	9-2-2
Voice Print Training	9-2-4

☒ **Note:** The keys entered here assumes that you've listened to or are listening to a message.

Reply to Message	5
Forward Message	4
Delete Message	2



## Quick Reference Card

for Default Basic TUI  
(Telephone User Interface)

MCIEAST G6 Telecommunications Support Division  
Telephone Support Help Desk - (910) 451-1114



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# Avaya Messaging Basic TUI

## Main Menu

- 1 Listen to Messages
- 2 Send a Message
- 3 Call Contact
- 4 Change Location
- 9 More Options
- 0 Return to Auto Attendant
- \* Disable Speech Command
- # Disconnect

## More Options

- 1 Record Greetings
- 2 Security Settings
- # Return to Main Menu

## Security Settings

- 1 Listen to Numeric Password
- 2 Set Numeric Password
- 3 Clear Numeric Password
- 4 Voice Print Training
- # Return to Previous Menu

## End of Message Options (you are sent here after message playback)

- 1 Save Message
- 2 Delete Message
- 3 Review Message
- 4 Forward Message
- 5 Reply to Sender Only
- 8 Reply to All
- 9 Call Back to Sender
- \* Skip to Next Message without change the Read Status
- # Return to Main Menu

## Send Message

- 1 Send Recorded Message
- 2 Review Recorded Message
- 3 Rerecord Message
- # Cancel Message

## Change Location

- 1 Change Availability
- 2 Change Location (in Office)
- 3 Change Location (in Meeting)
- 4 Change Location (away on business)
- 5 Change Location (user defined)
- 9 Follow Locations Calendar
- 0 Change Location (on Mobile)
- # Return to Previous Menu

## Record Greetings

- 1 Record Personal Greeting
- 2 Record Name Greeting
- # Return to Previous Menu

## Forward Options

- 1 Add Comment
- 2 Send Without Comment

## Select Recipients (for forwards)

- \* Add Recipients Through Name
- # Finish Adding Recipients

## Review Outgoing Message

- 1 Send Message (finish review)
- 2 Re-record Message
- 3 Review Message (listen)
- 4 Continue to Record Message
- \* Cancel Message

## Urgent Flag

- 1 Send as Normal Message
- 2 Send as Urgent Message

## Certified Flag (for msg receipts)

- 1 Send as Standard Message
- 2 Send as Certified Message

# AVAYA

This flowchart only reflects the commonly used commands. Not all functions available on the Telephone User Interface may be present.