Voice Message System Information and Instructions

Beginning December 14, 2015, Information & Technology (I&T) will update its phone messaging system (Voicemail) to maintain product currency and continued maintenance support from the manufacturer and supplier. The current Avaya voice mail system will be replaced with a new upgraded system serving sites with Avaya VoIP telephones.

As a result of this update, it is important that all existing Avaya users empty their voicemail messages before December 11, 2015 as the messages on the current system will no longer be available after this date. Starting December 14, 2015 users will need to log into their updated voice mailbox, reset their password and record a new name and greeting. When users log in as noted above, the overall process of retrieving messages will not change.

I&T staff will provide training at the Technology Liaison Contact (TLC) meeting on November 20, 2015. The I&T Service Desk will also be available to help users with the transition.

Please refer to the user instructions below. If you have additional questions, please contact Lowrie Simon at (754) 321-0371 or via email at lowrie.simon@browardschools.com.

Prepare to Use the New Avaya Aura Messaging (AAM) System

Before December 11, 2015 listen to all your existing voice mail messages because they will not be available after the new AAM voice mail system is activated. On December 14, 2015, press the “Message” button on your phone to access your new mailbox (same way you accessed the old one). You will have to choose a new password and record a new greeting.

AVAYA AURA MESSAGING (AAM)

QUICK START GUIDE

TO SET UP YOUR VOICE MAILBOX:
1. Press the “Message” key on your phone (the one with the envelope).
2. Enter the temporary passcode - 7222 (SBBC).
3. Select a new passcode (must be at least 4 digits & cannot begin with “0”).
4. Record your name and greeting.

   Sample Script… “You have reached the voice mailbox of _______ _______ at _____________ School. I am not able to answer at this time. Please leave a message and I’ll return your call as soon as possible.”
5. Skip the “Please Hold” prompt.

TO RETRIEVE MESSAGES:
1. Press the “Message” key on your phone.
2. You will be prompted for your passcode. Enter the passcode.
3. Save or discard messages.