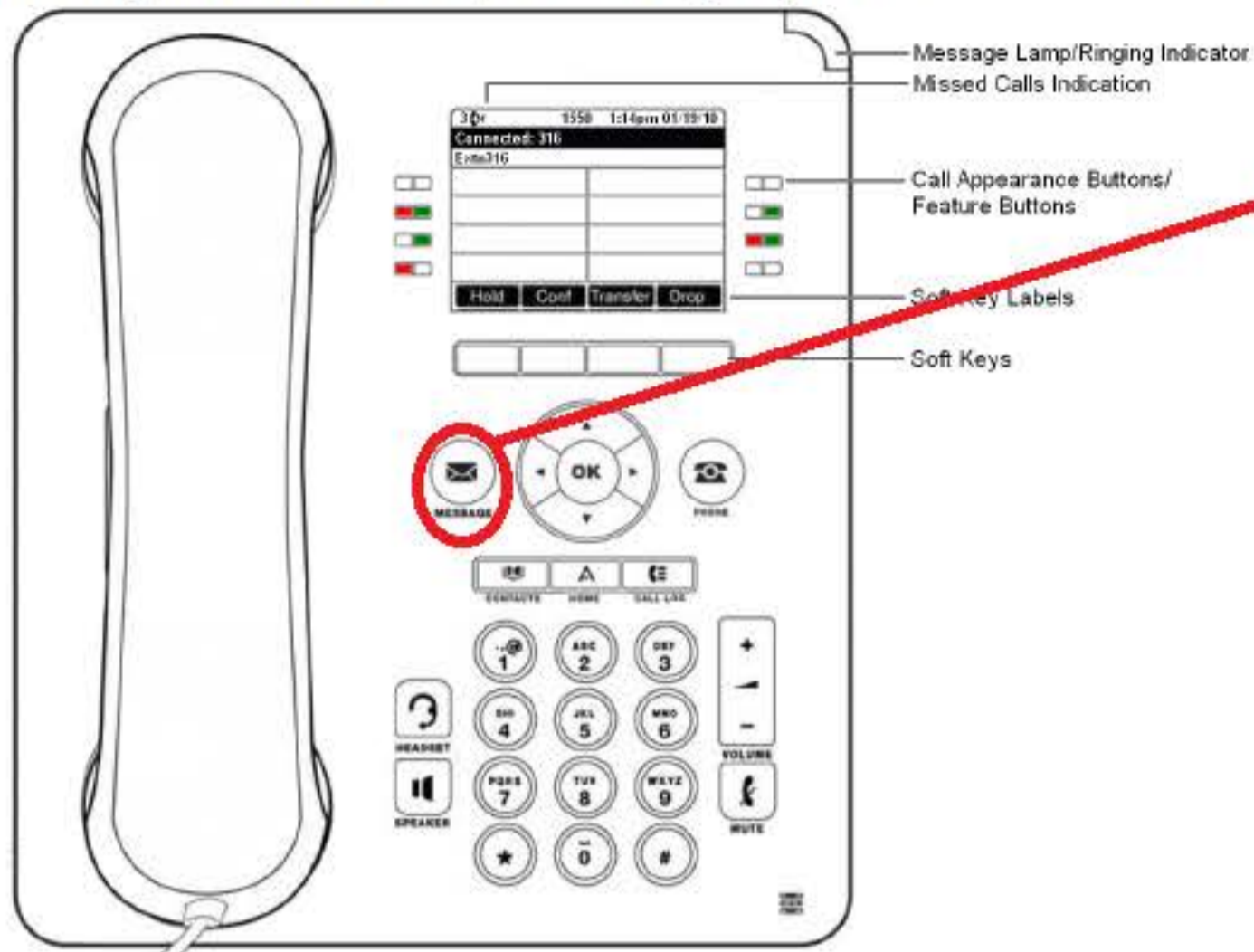# Setting Your Voicemail Greeting on Avaya IP Office 9608 Telephones

1.2 9608 Telephone
The IP Office supports the 9608 and 9608G telephones. The latter support Gigabit ethernet.

This phone supports 24 programmable call appearance/feature buttons. The labels for these buttons are visible on the main display and can be controlled by the adjacent buttons.

Functions can be assigned to the phone's feature buttons by your system administrator or by yourself using self-administration. Note how you cannot replace features assigned to buttons by your system administrator but you can replace other features. Note also that there are features that the system administrator can assign that are not available for you to assign. This guide includes only the features that are available for you to assign if required.

12. Voicemail

If your telephone system includes a voicemail server, pressing the ✉ MESSAGES button accesses voicemail. Your system administrator can configure whether the access uses either spoken prompts from the voicemail server or visual menus on the phone called 'visual voice'. This guide assumes the default operation of using the visual voice menus.

Using visual voice, you can access the following functions:

- Checking Messages [79]
- Record and Send a Message [79]
- Change Your Mailbox Greeting [79]
- Change Your Mailbox Name [79]
- Select a Voicemail Email Mode [79]
- Change Your Voicemail Code [79]
- Turn Use of Voicemail On/Off [79]
- Transfer to Voicemail [79]
- Send a Call to Voicemail [79]

Message ✉

When you press **Message**, you are connected directly to your voice mail system. The deskphone lights this button when you have voice mail messages waiting.

Receiving your messages
Procedure

Press the **Message** button to connect directly to your voice mail system.

The **Message** button and the Message Wait Indicator at the upper right corner glows red to indicate that you have a message. You can use this feature only if your administrator has enabled this feature.

Logging into your voice mail
Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Voicemail: Mailbox Greeting

12.6 Mailbox Greeting
While the voicemail system will play a generic greeting to a caller, prompting them to leave a message, you can record your own greeting.

1. Press the ✉ MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press the **Done** soft key.
2. The **Visual Voice** menu is displayed.
3. Use the ▲ up and down ▼ arrow keys to scroll to the **Greeting** option and press **Select**.
4. Use the soft keys to listen to and record your mailbox greeting.
   - **Record**
     Record a new greeting. Note that the greeting must be at least three seconds long or the voicemail system will discard it.
   - **Listen**
     Listen to the current greeting or the new greeting just recorded.
   - **Submit**
     Submit the new recording as your mailbox greeting.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Delete**
     Delete your current mailbox greeting. The greeting will return to its default mailbox greeting.
   - **Cancel**
     Return to the main **Visual Voice** menu.

12.3 Checking Messages
1. Press the ✉ MESSAGES button.
   - Depending on how your system is configured, you may be required to enter your voicemail password and then press **Done**.
2. The **Visual Voice** menu is displayed. The numbers shown against the **Listen** option indicate the number of new, old, and saved messages in your mailbox.
   - If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the ▲ up and down ▼ arrow keys to highlight hunt group names and the number of messages in those mailboxes.
3. Highlight **Listen** and press **Select**.
4. Use the ▲ up and down ▼ arrow keys to highlight which messages (**New**, **Old** or **Saved**) that you want to listen to and press **Select**. The details of the first message of that type are displayed.
5. You can use the ▲ up and down ▼ arrow keys to scroll through the messages.
6. Use the soft keys to control the playback actions for the currently highlighted message:
   - **Play / Pause**
     Start/stop playback of the currently displayed message.
   - **Call**
     Call the person who left the message.
   - **Back**
     Return to the previous menu.
   - **More**
     Switch between the different sets of available soft key functions.
   - **Delete**
     Delete the message.
   - **Save**
     Mark the message as saved. Saved messages are not normally automatically deleted. [1]
   - **Copy**
     Copy the message to another mailbox. The menu will prompt you to enter the destination number.

Automatic Message Deletion
By default, messages are automatically deleted a set time after being played. The delay depends on the particular voicemail server (24 hours for embedded voicemail, 30 days for Voicemail Pro). For voicemail messages on a Voicemail Pro system, the system administrator can customize the delay and can also apply automatic deletion times to new and saved messages.