

Mailbox Controls

The following is a summary of the options that are available after you have [logged into](#) a mailbox.

<p>Activity Menu</p> <p>Playback</p> <ul style="list-style-type: none"> • New messages start playing by default. • Play old messages = 1 • Play saved messages = 2 <ul style="list-style-type: none"> • Fast forward = # • Rewind = * • Repeat last message = 7 • Skip current message = 9 • Delete current message = 4 • Save current message = 5 • Call back sender = ** • Forward message = 6 <p>Configuration</p> <ul style="list-style-type: none"> • Edit greeting = 3 • Record Name = *05 • Change mailbox code = *04 • Direct all to email = *01 • Send email notification = *02 • Turn email off = *03 • Outcalling options = *07 • Help = *4 	<p>3. Edit Greeting</p> <ul style="list-style-type: none"> • Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8 <p>6. Forwarding</p> <ul style="list-style-type: none"> • Forward to extensions = 2 • Forward with header message = 3 <p>[Follow each extension number with # and then a final # to finish.]</p> <p>*07. Outcalling</p> <ul style="list-style-type: none"> • Listen to settings = 0 • Configure outcalling = 1 • Turn outcalling off = 6 • Turn outcalling on = 9 • Return to mailbox = 8
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IMPORTANT: Old Messages are automatically deleted after 24 hours

After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved, press **5** while listening to the message.

You can also use the following short codes to control your mailbox. These are default system features, however your system maintainer can change them. For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to buttons.

- **Turn Voicemail On: *18**

Causes calls to go to voicemail when you are busy or do not answer. If the extension to which you forward your calls does not answer calls will also go to voicemail.

- **Turn Voicemail Off: *19**

Switches the above feature off.

- **Voicemail Ringback On: *48**

If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.

- **Voicemail Ringback Off: *49**

Switches the above feature off.