

Avaya Aura Messaging (AAM) User Guide

How to Access Your Voicemail

McMaster Voicemail Extension: Dial **22993** to retrieve your messages.

Express Messaging: Dial **22995** to leave a message directly in a mailbox without the phone ringing.

Accessing from Different Devices

- **DESKPHONE:** Ensure you are logged into your extension. Press the **MESSAGE** button (or dial **22993**), then enter your voicemail password.
- **SOFTPHONE Application:** Press the **VOICEMAIL** button, then enter your voicemail password.
- **From Off-Campus:** Dial **905-525-9140 ext. 22993**. Enter your extension and password when prompted.

Main Menu Commands

Play Messages: Press **2**

Record / Compose Message: Press **7** then **5**

Mailbox Commands: Press **8**

Call Sender (during playback): Press **9**

Help: Press *****

Cancel / Exit: Press **#**

Message Playback Controls

Skip Back: **1**

Skip Forward: **3**

Speed Up: **2** then **3**

Slow Down: **2** then **1**

Previous Message: **4**

Next Message: **6**

Delete / Restore: **7** then **6**

Greetings & Settings

To manage your greetings, press **8** (Mailbox Commands) then **2** (Greetings).

Personal Greetings

Review: **8 - 2 - 1 - 2**

Record / Rerecord: **8 - 2 - 1 - 5**

Delete: **8 - 2 - 1 - 7 - 6**

Extended Absence Greeting (EAG)

Review: **8 - 2 - 3 - 2**

Record / Rerecord: **8 - 2 - 3 - 5**

Set EAG Expiry Date: **8 - 2 - 3 - 9**
