

Retrieving a Voicemail Through the Avaya Cloud Office Desk Phone

1. From your Avaya Cloud Office desk phone press the button that looks like an envelope



2. Using your phone's dial pad, enter your pin, then press # (pound key)
3. Press 1 to listen to your messages.

The system announces how many messages are saved, then plays your first message. It announces when you have received it (date and time) and who sent the message.

You can do the following actions after listening to a message:

Press 1 to repeat the message.

Press 2 to save the message.

Press 3 to erase the message.

Press 4 to return the call.

Press 5 to forward the message you have listened to an extension.

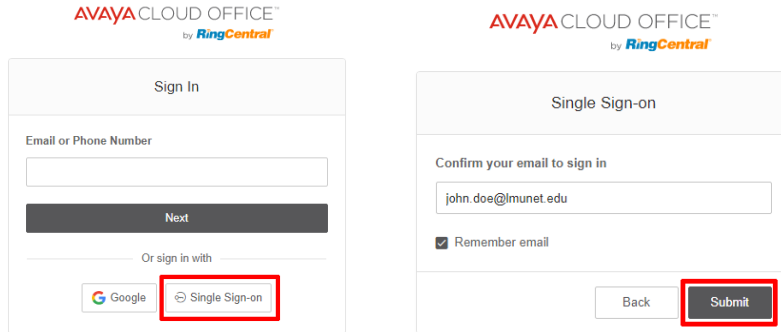
Press 6 to skip listening to the message.

Press * (star key) to exit the review of the messages.

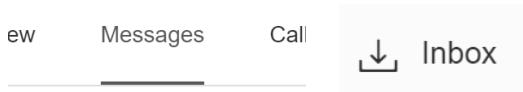
Note: Pressing the * (star key) lets you go back to the previous menu.


Retrieve a Voicemail Through the Avaya Cloud Office Online Account

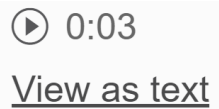
1. Login to Avaya Cloud Office <https://login.cloudoffice.avaya.com/> by clicking on the Single Sign-on button



2. Click on the Messages tab at the top of the screen and then click on the Inbox tab on the left side of the screen to view all received voicemail and fax messages



3. You can listen to the voicemail message by clicking on this icon  next to the duration of the voicemail message
 - You can also view the voicemail message as text by clicking on the View as text link under the duration of the voicemail message



Note: You can download or forward the voicemail message by clicking on the three-dot menu on the right side of the screen from the voicemail message

