

The **Beacon LED** at the top right corner of your phone will be lit when you have a new voicemail.



Log in your voicemail for the features below.

- 1) Press Message .
- 2) Enter passcode.
- 3) Press # or the **Done** soft key.

Turn on/off Voicemail

- 1) Use the **Navigation Cluster**  to go to **Voicemail**.
- 2) Press the **Change** soft key to toggle between on and off.
- 3) Press the **Save** soft key.

Retrieve a Message

- 1) Press the **Select** soft key or **Listen** line key.
- 2) Choose between **New**, **Old** and **Saved** messages.
- 3) Press the **Line Key** or use the **Navigation Cluster**  to select a message.
- 4) Press the **Play** soft key.

Delete a Message

- 1) Press the **Select** soft key or **Listen** line key.
- 2) Choose between **New**, **Old** and **Saved** messages.
- 3) Press the **Line Key** or use the **Navigation Cluster**  to select a message.
- 4) Press the **More** and **Delete** soft keys.

Save a Message

- 1) Press the **Select** soft key or **Listen** line key.
- 2) Choose between **New**, **Old**, and **Saved** line keys.
- 3) Press the **Line Key** or use the **Navigation Cluster**  to select a message.
- 4) Press the **More** and **Save** soft keys.

Change your Passcode

- 1) Use the **Navigation Cluster**  to go to **Passcode**.
- 2) Enter the old passcode and press # or the **Done** soft key.
- 3) Enter a 6 to 31 digit numeric passcode.
- 4) Press # or the **Save** soft key.

Record a Personal Greeting (Maximum 120sec)

- 1) Use the **Navigation Cluster**  to go to **Greeting**.
- 2) Press the **Record** soft key to start recording.
- 3) Press the **Stop** soft key to stop recording.
 - a) Press the **Listen** soft key to listen the recording.
 - b) Press the **Record** soft key to record again.
- 4) Press the **Submit** soft key.

Delete your Recorded Greeting

- 1) Use the **Navigation Cluster**  to go to **Greeting**.
- 2) Press the **More** soft key.
- 3) Press the **Delete** soft key and the system greeting will be used.

Set up the Voicemail-to-Email Function

- 1) Use the **Navigation Cluster**  to go to **Email**.
- 2) Press the **Change** soft key as below:
 - a) **OFF**: No voicemail to email
 - b) **COPY**: Send a copy of the message to email
 - c) **FORWARD**: Forward the message to your email and delete the original message
 - d) **ALERT**: Send an alert email.
- 3) Press the **Save** soft key.

Physical layout of Avaya SIP phone J179

- ① Phone Display
- ② Line Keys
- ③ Soft Keys
- ④ Message
- ⑤ Navigation Cluster and OK

Quick Reference on Remote Access to your Voicemail

Initial Setup to activate remote access to your voicemail

- 1) Dial *17 on your office phone or 2948 8111 on other phones.
- 2) Enter extension number and #.
- 3) Enter password and #.
- 4) Press 1, record your name and press 1 again.
- 5) Press # to confirm.

Access your voicemail from your home or mobile phone

- 1) Dial 2948 8111.
- 2) Enter your extension number and #.
- 3) Enter your password and #.

Activity Menu

- 2 – To Receive Messages
- 3 – Manage Greetings
- 5 – Personal Options

2. To Receive Messages

- 0 – Listen
- **7 – Save
- *3 – Delete
- # - Skip
- 1 – Respond/ Forward

3. Manage Greetings

- 0 – Listen to greetings
- 1 – Create, change or delete
- 2 – Scan all greetings
- 3 – Activate greeting
- 4 – Administer call types

0. Listen to Greetings /

1. Create, change or delete

- 0 – Replay
- 1 – Re-record
- 2 – Review status
- *3 – Delete
- # – Save

3. Activate greeting /

4. Administer call types

- 1 – All calls
- 2 – Internal calls
- 3 – External calls
- 4 – Engaged calls
- 5 – No reply calls
- 9 – Temporary greeting

5. Personal Options

- 4 – Change password
- 5 – Record name

Shortcut key throughout the menu

- *4 – For help
- *7 – Return to the Activity Menu
- **9 – Hang up

Please visit the “Unified Communication and Collaboration System” website for more information.

URL: <https://www.eduhk.hk/ocio/ucc>

Office of the Chief Information Officer

