

MANAGE VOICEMAIL GREETINGS

To access the Avaya Aura Messaging system (voicemail)...

Press the Audix/Voicemail button on your phone, or...
dial extension 3799 from any campus telephone, or...
call (206) 592-3799 from off campus.

If calling from your own extension, the system will recognize that and only prompt you for your password (followed by the pound sign).

If calling from another extension or from off campus, press the pound sign first to be prompted for your mailbox number/extension.

To record a greeting:

1. After logging in, press **3** to access the Administer Personal Greeting menu.
2. When prompted, press **1** to create a greeting.
3. Enter the greeting number (for example, enter 1 for greeting #1).
4. At the tone, record your greeting.
5. When finished recording, press **#**.
6. After you record your greeting, you can:
 - Press **2** then **3** to listen to the greeting.
 - Press **1** to re-record your greeting.
 - Press **#** to accept your greeting as is.
7. Press **1** to use this greeting for all incoming calls.

When you're satisfied with your greeting(s), hang up the phone to exit the voicemail system.

Bonus tip:

You may also manage your greetings online at <https://voicemail.highline.edu>

Log in there with your extension and voicemail password.

Click 'Preferences' (upper-left) to access the Preferences menu, and you'll see a selection there for Greetings.

In the greetings preferences, you may make greetings active/inactive, set time-of-day rules for specific greetings, and set rules for which callers hear which greetings.

And lastly, while you do have the option of recording greetings at that site (using a PC-connected microphone/headset) we strongly discourage you from doing that. The audio quality is much better when it's recorded over a phone vs. computer.

If you experience any issues while accessing the voicemail system or have any additional questions, please contact the IT Services Helpdesk...

In-person: Just inside the front doors of bldg. 30.

Phone: On campus, ext. 4357 ; Off campus, 206.592.4357

Email: Helpdesk@highline.edu

Web: <https://its.highline.edu>