## Setting up voicemail to forward to email or Avaya Workplace App

## Forward to email

- 1. You must first have your voicemail box set up on your phone.
- 2. Submit a request to have your phone set up for Unified Voicemail Messaging: <u>Telecom Services</u>. See screenshots below.
- 3. Go to <u>https://www.telecom.msu.edu/vm</u> where you would login with your "extension" (the last five digits of your MSU phone number) and the password you use to access your voicemail box.
- 4. Click on "preferences."
- 5. Find a Notify Me/ Voicemail tab where you can check a box allowing voicemails to go to your email and then enter your campus email in the space below.

## Set up Avaya Workplace App

- 1. Submit a request to have your phone set up for Softphone : <u>Telecom Services</u>. See screenshots below.
- 2. Download Avaya Workplace app to your mobile device.
- 3. Your extension/user name is the last five digits of your MSU phone number.
- 4. Telecom will contact you with your password, but it may be your last name plus 1855.
- 5. Once that is set up, you will be able to make and receive calls through the app.

## **Request Phone Update**

- 1. Go to Telecom Services.
- 2. Select "Update Phone."
- 3. Click on the drop down menu for the service you want to set up and click "Activate."
- 4. Click "Submit" at the bottom of the page.



Telephone

<pre>server true i</pre>	ioneo adato a Phone		
Reput that features be added of the digital where be updated on all additing process.   ***enter: Galantit Main [internative process]   ***enter: ***enter:   ***enter: **	Ipdate a Phone		
<pre>**eerste:</pre>	Reques	t that features be added or the display name be updated on an existing phone.	
**Preserve the is 11/12/2012/*****************************	* Requestor:	Graebert, Mary (lakemary@msu.edu)	ç
We based to based by the state prove           We based to based by the state prove desting prove desting prove           The based based by the state prove desting prove	* Phone Number:	+15173535274, "Please mode a LIS- densatic number for matter: that may remain a return rall	
based b	V. Paguast Updatos te		
hind the set in house in poor instant, une set.  *** Set in house in poor instant of the poor existing phone.  *** Set in house in poor instant of the poor existing phone. *** Set is the set in the set in house in the set in house in the poor instant of the poor existing phone. *** Set is the poor instant of the poor existing phone. *** Set is the poor instant of the poor existing phone. *** Set is the poor instant of the poor existing phone. *** Set is the poor instant of the poor existing phone. *** Set is the poor instant of the poor ins	<ul> <li>Request opdates to</li> </ul>		
* Second Leader 1         * Control Leader 1         * Contro	ALL TEALUTES ALE ITTCLUC	eo m your monting une-rate.	
* Control liquidy Liquid Years       Impact Select       Impact Select         * Disting Keers       Proper Select       Impact Select       Impact Select         * Disting Keers       Proper Select       Impact Select	* Phone Number to Update:		
Interaction         Interaction           Pation Josephane         Interaction           Interaction	* Current Display		
<ul> <li>Ludarg Access:</li> <li>Linking Access:</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>CK CK00</li> <li>Pleader Select:</li> <li>CK CK00</li> <li>CK CK0</li></ul>	Name.		
parte the dampa daces permission for your densiting priore. wideing daces permission for your densiting priore. wideing daces in the sull allow your cell phone to ring at the same time as your deskphone. It will add buttors to your phone where you can central the feature. When you call campus with your ell your, it will deskphone that will allow your cell phone to ring at the same time as your deskphone. It will add buttors to your phone where you can central the feature. When you call campus with your ell your, it will deskphone that will add buttors to your phone where you can central the feature. When you call campus with your ell your, it will desk phone number. will desk phone where you can central the software can your cell phone, tablet or desktop computer to use your phone. When on your cell phone, the software can use WFI of cells to take and receive cells. So your cell phone's minutes are not used. Subple if wears Select with the software Menses Widened Wearsang (Peace Select widened Wearsang (Peace Select) widened (Peace Select) widened (Peace Select) widened (Peace Select) widened (Peace Select) widened (Peace Sel	<ul> <li>Dialing Access</li> </ul>		
binding there: Phone Select	Jpdate the dialing ac	cess permissions for your existing phone.	
C:600       COD is a facture that will allow your cell prone to ring at the same time as your desk phone. It will add buttons to your phone where you can control the feature. When you call campus with your index phone number.         C:600 is feature that will allow your cell phone to ring at the same time as your desk phone. It will add buttons to your phone where you can control the feature. When you call campus with your index phone can use WFi for Cell to the safety can can use we WFi for Cell to the safety can can use WFi for Cell to the safety can can use we WFi for Cell to the safety can can use we WFi for Cell to the safety can can use we WFi for Cell to the safety can can use we WFi for Cell to the safety can can use we work can use we we can can use can can use we can can use we can can use w	Dialing Access:	Vease Select ✓	
Cd0 is a fabure that with allow your cell phone forming at the same time as your deskiphone. It will add buttors to your phone where you can control the feature. When you call campus with your ell phone, it will add buttors to your phone where you can control the feature. When you call campus with your ell phone. It will add buttors to your phone where you can control the feature. When you call campus with your ell phone. It will add buttors to your phone where you can control the feature. When you call campus with your ell phone. It will add buttors to your phone where you can control the feature. When you call campus with your ell phone. It will add buttors to your phone where you can control the feature. When you call campus with your ell phone. It will add buttors to your phone where you can control the feature. When you call campus will your ell phone. It will add buttors to your phone where you can control the feature. When you call campus will your ell phone. It will add buttors to your phone where you can control the feature. When you call campus will your ell phone. It will add buttors to your phone where you can control the feature. When you call campus will you ell phone. It will add buttors to your phone where you can control the feature. When you call campus will you ell phone. It will add buttors to your phone where you can control the feature. When you call campus will you ell phone. It will add buttors to your phone when you call campus will you ell phone. It will add buttors to your phone. When on your cell phone. It will be add buttors to your phone. When on your cell phone. It will be add buttors to your phone. When on your desk phone. It will be add buttors to your phone. When you cell phone when the runber is called. It will be add buttors to your phone. When you cell phone when you cell phone when the runber is called. It will be add buttors to your phone. When you cell phone when you cell phone when the runber is called. It will be add buttors to your phone when you cell phone when you ce	✓ EC-500		
C Goog       Prease Select             V Server Select              Nore:               Sel	C500 is a feature the cell phone, it will disp	at will allow your cell phone to ring at the same time as your deskphone. It will add buttons to your phone where you can control the feature. When you call campus with your slay your desk phone number.	
Solutions Solutions Solutions Solutions Planse Select Volutions <	EC-500:	Please Select 🗸	
he Softphone (Awaye Worplace) feature allows you to load software on your cell phone, tablet or desktop computer to use your phone. When on your cell phone, the software can use WiFi or Cell is at to lace and receive calls, so your cell phone's minutes are not used. Softphone (Pease Select	✓ Softphone		
seftpione:     Please Select        v Undired Messaging Volumental     to enable it is end volucemails to enable, have different greetings, listen to volucemails on your computer and receive faxes to your desk telephone number.        Video Messaging     Please Select        v Bridged Line of Another Phone         Bridged Line of Another Phone         V Ideate Display Name	The Softphone (Avaya Data to place and rec	Worplace) feature allows you to load software on your cell phone, tablet or desktop computer to use your phone. When on your cell phone, the software can use WiFi or Cell eive calls, so your cell phone's minutes are not used.	
Video Messaging Wideomal      Added Messaging Wideomal      Added Messaging Wideomal      Added Messaging Wideomal      Added Messaging Wideomal      Mance      Messaging Messaging      Messaging	Softshape	Diase Select	
Infined Messaging Voicemail           rhines your voicemail to allow it to send voicemails to email, have different greetings, listen to voicemails on your computer and receive faxes to your desk telephone number:           Voicemail:           voide:           voide:           voide:           voide:           voide:           voide:           voide:	•		
Unided Messes dig Peases Select   Noisemail: *   Pease Select *   Another Phone *   Update Display Name *   Update Display in Prease Select *   Name: *   Pease Select *   * Pease Select   * Name:   Pease Select   * Pease Select   * Other Feature   exercision a Reserved Phone Number to a new person.   Reserved Phone   Number:   * Other Feature * Cemments:   Pease Select   * Cemments:   Image:	<ul> <li>Unified Messaging</li> <li>Enhance your voicem</li> </ul>	Voicemail ail to allow it to send voicemails to email, have different greetings, listen to voicemails on your computer and receive faxes to your desk telephone number.	
Volume in angle of the set of the	Unified Marcadind	Diase Salast	
<ul> <li>&gt; Bridged Line of Another Phone</li> <li>Litows you to pick up another line from your desk phone.</li> <li>Bridged Line of Please Select </li> <li>&gt; Uodate Display Name</li> <li>Updete Display name that will show on MSU phones when the number is called.</li> <li>Updete Display Please Select </li> <li>&gt; Reassign a Reserved Phone Number</li> <li>eassign a Reserved Phone number to a new person.</li> <li>Reserved Phone Number</li> <li>equest another feature</li> <li>equest another feature</li> <li>equest another feature</li> <li>Please Select </li> <li>Comments:</li> </ul>	Voicemail:	YIEGE SEECT	
titues you to pick up another line from your desk phone.   Bridged Line of Please Select   Another Phone:    V Uddete Display Name   total display name that will show on MSU phones when the number is called.   Updete Display Please Select   V Reassign a Reserved Phone Number   eassign a Reserved Phone Number   comment:   v Other Feature   equest another feature be activated that is not listed above.   Other Feature   equest Another Feature   equest another feature be activated that is not listed above.   Other Feature   [ending of the Please Select]   comments:	✓ Bridged Line of And	ther Phone	
Bridged Line of Please Select   Another Phone:     V Lipdate Display Name   Ipdate the display name that will show on MSU phones when the number is called.   Update Display   Please Select   Name:     Reassign a Reserved Phone Number   Reassign a Reserved Phone number to a new person.   Reassign a Reserved Phone number to a new person.   Reassign a Reserved Phone number to a new person.   Number:   V Dher Feature   equest another feature be activated that is not listed above.   Other Feature:   Please Select   V Dher Feature:   Image:     Image:   <	Allows you to pick up	another line from your desk phone.	
Another Phone:   V Update Display Name   Ipdate Display Name   Ipdate Display Please Select   Name:   Please Select   Reassign a Reserved Phone Number to a new person.   Reassign a Reserved Phone number to a new person.   Number:   V Other Feature   equest another feature be activated that is not listed above.   Other Feature:   Please Select   V Other Feature:   Please Select   Image:	Bridged Line of	Please Select 🗸 🗸	
V Update Display Name           Ipdate the display name that will show on MSU phones when the number is called.           Update Display           Please Select           Name:           Reassign a Reserved Phone Number           eassign a reserved phone number to a new person.           Reassign a           Please Select           Number:           Other Feature           equest another feature be activated that is not listed above.           Other Feature:           Please Select           Comments:	Another Phone:		
Ipdate the display name that will show on MSU phones when the number is called.   Update Display Please Select   Neme:    Reassign a Reserved Phone Number   eassign a reserved Phone number to a new person.   Ressign a Please Select   Number:    Other Feature   equest another feature be activated that is not listed above.   Other Feature: Please Select     Other Feature: Please Select	✓ Update Display Na	me	
Update Display Please Select   Name:     Reassign a Reserved Phone Number   teassign a reserved phone number to a new person.   Ressign a Reserved phone number to a new person.   Please Select   Number:   V Other Feature   equest another feature be activated that is not listed above.   Other Feature:   Please Select   Comment:	Jpdate the display na	ame that will show on MSU phones when the number is called.	
Neme:	Update Display	Please Select 🗸 🗸	
<ul> <li>Reassign a Reserved Phone Number</li> <li>teassign a reserved phone number to a new person.</li> <li>Reassign a Reserved Phone Rumber</li> <li>Please Select</li> <li>Other Feature</li> <li>Please Select</li> <li>Other Feature:</li> <li>Please Select</li> <li>Comments:</li> </ul>	Name:		
eassign a reserved phone number to a new person.          Reserved Phone       v         Number:       v         Other Feature       equest another feature be activated that is not listed above.         Other Feature:       Please Select         Other Feature:       Please Select         Comments:	✓ Reassign a Reserve	d Phone Number	
Reserved Phone   Number:     V Other Feature   equest another feature be activated that is not listed above.   Other Feature:   Please Select     Comment:	Reassign a reserved p	hone number to a new person.	
Reserved Phone       Number:         V Other Feature       •         equest another feature be activated that is not listed above.       •         Other Feature:       Please Select       •         Comments:       •       •	Reassign a	Please Select 🗸 🗸	
Other Feature equest another feature be activated that is not listed above.      Other Feature:     Please Select     Comments:	Reserved Phone Number:		
lequest another feature be activated that is not listed above.       Other Feature:     Please Select         Comments:	✓ Other Feature		
Other Feeture: Please Select  Comments:	Request another feat	ure be activated that is not listed above.	
Comments:	Other Feature	Please Select	
Comments:	other reactive.	r Induite and Induite	
	Comments:		

✓ Softphone	
The Softphone (Ava Data to place and re	ya Worplace) feature allows you to load software on your cell phone, tablet or desktop computer to use your phone. When on your cell phone, the software can use WiFi or Cell eceive calls, so your cell phone's minutes are not used.
Softphone:	Please Select 🗸
✓ Unified Messagir	g Activate
Enhance your voice	No Action
Unified Messaging	Please Select
Voicemail:	
<ul> <li>Unified Messagir</li> <li>Enhance your voice</li> </ul>	ng Voicemail mail to allow it to send voicemails to email, have different greetings, listen to voicemails on your computer and receive faxes to your desk telephone number.
Unified Messading	
Voicemail:	Activate
✓ Bridged Line of A	n Deactivate
Allows you to pick u	No Action
Bridged Line of	Please Select
Another Phone:	
↑ Back to Top	
	Notes(0) Attachments(0) Submit