



# Getting Started Guide

---

Michigan State University Avaya Campus PBX 2025

# Getting Started Guide



## Table of Contents

Getting Started .....	2
Helpful Links .....	2
You can find user guides for your phone model here: <a href="#">Click here for more information</a> .....	2
Avaya Messaging Voicemail – Initializing your voicemail box .....	3
Accessing Voicemail from the Web .....	3
Enabling Voicemail to Email Notifications .....	3
Avaya Workplace Softphone App.....	4
EC-500.....	4



## *Getting Started*

Your campus phone number and temporary voicemail password will be provided to you by your administrator.

Each Avaya phone has features that allow you to hold, transfer, mute, and conference calls as needed.

Your phone is typically configured with three appearances of your number to allow you to manage multiple calls by placing calls on hold and transferring calls as needed. You can also make conference calls from your phone.

Additional standard features on your phone include call history, the Redial button, Send Calls or DND and, Call Forwarding.

## *Helpful Links*

You can find user guides for your phone model here: [Click here for more information](#)

Dialing instructions can be found here: [Click here for more information](#)



## Avaya Messaging Voicemail – Initializing your voicemail box

You can activate your voicemail box from your Avaya desk phone by pressing the Messages button, which will typically has an Envelope icon on it, or from the Avaya Workplace app which by tapping the tape real icon at the top right side of the app.

You can also access voice mail by dialing the access number: 517-432-0000.

Follow the prompts to enter the voicemail box number, which is your 5-digit campus extension number (the last 5 digits of your 10-digit campus phone number) and your temporary voicemail password.

The temporary password is provided by your administrator.

You will be prompted to change the password, record your name, and then record your greeting.

## Accessing Voicemail from the Web

After the voicemail box is initialized via a phone call, users can also manage voice messages by logging in to the Avaya Messaging Web Access site: [www.telecom.msu.edu/vm](http://www.telecom.msu.edu/vm)

Users can log in with their 5-digit extension (no dash, just the 5 digits) and their voicemail password.

On the first screen they will see any messages they have, and they can click on them to listen to them, right click to modify the subject line, mark them read and unread, and delete them.

## Enabling Voicemail to Email Notifications

To set up email notifications of new voice messages, users can Click on **Preferences** on the upper left side of the screen.

- Click on the **Notify Me** menu option to set up email notifications.
- Select the **Email** option to enter your email address; users can enter up to five e-mail addresses separated by a semicolon.
- Select the option to *include a copy of the message* if you want to include a copy of the message with the email.
- Next click on **Save**.

Users can also select other Preferences menu options to manage their voicemail settings and to manage their voicemail greetings including activating out of office (Extended Absence) greetings that can be set to expire so the default greeting is automatically reactivated.



## Avaya Workplace Softphone App

The Avaya Workplace softphone app can be installed on a computer or a cell phone. This allows you to make or receive phone calls from your MSU extension using an application on your computer or cell phone.

You must submit a service request using the "Update an Existing Phone" form to have your campus telephone number configured for the softphone app, Avaya Workplace.

You can download the Avaya Workplace app from the following locations:

- Software Center (MSU Provided Windows PC's)
- Self Service (MSU Provided Mac Pc's)
- App Store (MSU or Personal Mobile Device)

Users will log in with their 5-digit campus extension number and a unique password that will be provided after requesting the feature via an MSU IT service request.

Avaya Workplace (softphone app): [Click here for more information](#)

## EC-500

Extension To Cellular (EC-500) is a feature that allows you to answer inbound calls to your campus phone number on your desk phone or on your cell phone number. When the feature is enabled, calls to the campus number also ring on the cell phone. The user can turn this feature on and off as needed.

You must submit a service request using the "Update an Existing Phone" form to have your campus telephone number configured for EC-500.

If you use EC500 and your cell phone number or campus telephone number changes, please submit a Service Request to update your number.

EC500: [Click here for more information](#)

## Contact Us

Please contact the IT Service Desk at 517-432-6200 for additional assistance or you can submit a MSU IT service request [here](#).