

Setting up voicemail to forward to email or Avaya Workplace App

Forward to email

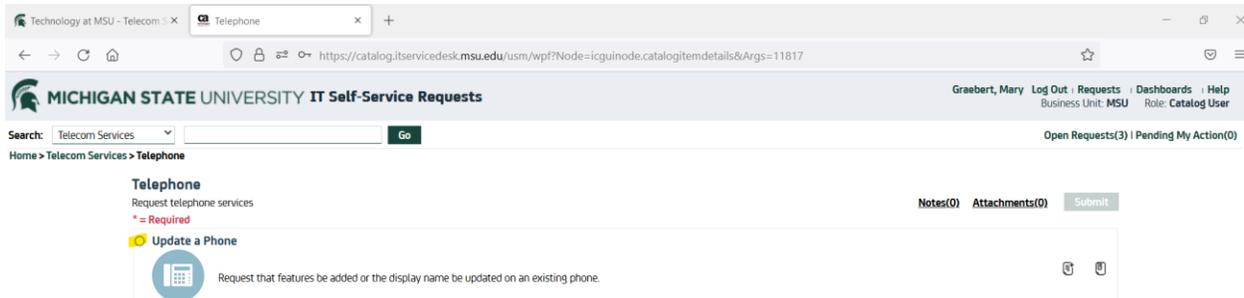
1. You must first have your voicemail box set up on your phone .
2. Submit a request to have your phone set up for Unified Voicemail Messaging : [Telecom Services](#). See screenshots below.
3. Go to <https://www.telecom.msu.edu/vm> where you would login with your “extension” (the last five digits of 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 : [Telecom Services](#). 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.



The screenshot shows a web browser window displaying the Michigan State University IT Self-Service Requests portal. The page title is "MICHIGAN STATE UNIVERSITY IT Self-Service Requests". The user is logged in as "Graebert, Mary" with the role of "Catalog User". The search bar contains "Telecom Services" and the "Go" button is visible. The breadcrumb trail is "Home > Telecom Services > Telephone". The main content area is titled "Telephone" and includes the sub-heading "Request telephone services". A red asterisk indicates that certain fields are required. The "Update a Phone" option is highlighted with a yellow icon and a blue circle. Below this option, there is a description: "Request that features be added or the display name be updated on an existing phone." There are also buttons for "Notes(0)", "Attachments(0)", and "Submit".

Telephone

Request telephone services

Notes(0) Attachments(0)

* = Required

Update a Phone



Request that features be added or the display name be updated on an existing phone.

* Requestor: Graebert, Mary (lakemary@msu.edu)

* Phone Number: +15173535274,

** Please provide a U.S. domestic number for matters that may require a return call.

Request Updates to an Existing Phone

All features are included in your monthly line-rate.

* Phone Number to Update:

* Current Display Name:

Dialing Access

Update the dialing access permissions for your existing phone.

Dialing Access: Please Select

EC-500

EC500 is a feature that 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 cell phone, it will display your desk phone number.

EC-500: Please Select

Softphone

The Softphone (Avaya 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 Data to place and receive calls, so your cell phone's minutes are not used.

Softphone: Please Select

Unified Messaging Voicemail

Enhance 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.

Unified Messaging Voicemail: Please Select

Bridged Line of Another Phone

Allows you to pick up another line from your desk phone.

Bridged Line of Another Phone: Please Select

Update Display Name

Update the display name that will show on MSU phones when the number is called.

Update Display Name: Please Select

Reassign a Reserved Phone Number

Reassign a reserved phone number to a new person.

Reassign a Reserved Phone Number: Please Select

Other Feature

Request another feature be activated that is not listed above.

Other Feature: Please Select

Comments:

▼ Softphone

The Softphone (Avaya Workplace) 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 Data to place and receive calls, so your cell phone's minutes are not used.

Softphone: Please Select

▼ Unified Messaging

Enhance your voicemail

- Activate
- Deactivate
- No Action

Unified Messaging: Please Select

Voicemail:

▼ Unified Messaging Voicemail

Enhance 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.

Unified Messaging: Please Select

Voicemail:

- Activate
- Deactivate
- No Action

▼ Bridged Line of Another Phone

Allows you to pick up

Bridged Line of Another Phone: Please Select

Another Phone:

[Back to Top](#)

Notes(0) Attachments(0)

Submit