

AVAYA IP OFFICE VOICE MESSAGING

QUICK REFERENCE GUIDE

First Time Login

1. From **your own** extension, dial ***17**
2. Press #
3. Enter your default password (_ _ _ _) followed by #
4. Enter a new password and press # (not your extension, repeating or consecutive digits)
5. Enter the new password again, and press #
6. You will then be prompted to record only your first and last name.
7. Press 1 to record your name, and press 1 to end recording
8. If you like the recording, press # to accept it, or 1 to record a new name.

Although you are not prompted to record a personal greeting, it is a good idea to do so. For better voice quality always use your handset to record greetings.

To record your greeting

1. Press 3 for greetings
2. Press 2 to record your greeting
3. Record at the tone
4. Press 2 to end your recording
 - a. Press 1 to listen to your greeting
 - b. Press 2 to record a new greeting
5. Press 3 to save the greeting

To check messages, press the *MESSAGE* button

Mailbox Menu:

- 1 – Play old messages
- 2 – Play saved messages
- 3 – Edit Greeting

While listening to messages you may press:

- 4 – delete the current message
- 5 – save the current message
- 6 – forward the message
- 7 – repeat the last message
- 9 – skip the current message
- 0 – pause/resume the message
- * - rewind
- # - fast forward

Mailbox Menu

- Play old messages = 1
- Play saved messages = 2
- Edit greeting = 3
- Delete current message = 4
- Save current message = 5
- Forwarding options = 6
- Repeat previous message = 7
- Help = 8
- Skip current message = 8
- Fast forward = #
- Rewind = *
- Call back sender = **
- Direct all to email = *01
- Send email notification = *02
- Turn email use off = *03
- Change mailbox access code = *04

3. Edit Greeting (User)

- Listen to greeting = 1
- Record new greeting = 2
- Save new greeting = 3
- Save new greeting as a loop = 4
- Return to mailbox = 8

3. Edit Greeting (Group)

- Review normal greeting = 1
- Review out of hours greeting = 2
- Review queued message = 3
- Review still queued message = 4

6. Forwarding

- Forward to email = 1
 - Forward to extension(s) = 2
 - Forward to extension(s) with header = 3
- (follow each extension number with # and then a final # to end entry)

Quick Tips

Press 8 for help at any time

Press 2 to skip someone's personal greeting