

## A&W Communications, Inc.

*Avaya IP Office Voicemail*

*Intuity Mode*

*QUICK User's Guide*

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### Logging Into Voicemail

1. From any telephone: Press VM button on your telephone or press Intercom and 777.
2. Enter your EXTENSION number and #, ex. 15#
3. Enter your PASSWORD, and #, ex. 123123#

*You are now logged in and you will be told how many new and old messages you have.*

### Listening to Messages

1. Press 2 to get messages
2. Press 0 to listen to the message
3. After message plays, choose one of the following:
  - 1 to respond or forward
  - \*\*R to save
  - \*3 to delete
  - # - to skip the message
  - 0 to replay message
4. System will either play the next message or inform you that there are no more messages
5. Hang up

### Change your Personal Greeting

1. To change your personal greeting  
Press 3.  
For all calls personal the greeting active.
2. Press 0 to listen to greeting.  
Press 1 to create or change your personal greeting.  
Press 1 to record  
Record your greeting after the beep and press # when finished to Approve.  
For all calls the personal greeting active.
3. Hang up

### To forward a voicemail message from your mailbox to another mailbox user

1. After listening to a message you will be asked to press 1 to respond or forward.  
Press 1  
Press 2 to forward with comment. Record your comment and when finished recording press #. (The message should be something like, "Hi Don, this message is for you, Thank you")  
Enter EXTENSION and #,  
Ex. 15#  
Enter another EXTENSION and # or press # when finished addressing.  
Delivery scheduled.
4. Press \*3 to delete message from your mailbox.  
You will now return to getting messages.

## **Initial First-Time Setup on a Users New Mailbox**

*After logging in for the first time, you must change your password, name and your personal greeting.*

1. **Login to voicemail.**  
From any telephone, press VM  
Button or Press Intercom and 777.  
Enter your EXTENSION number  
and # - Ex. 10#
2. **Change your password.**  
You will be asked to enter password  
and #  
-press only # for the first time.  
Enter new password and #  
- Ex. 123123#  
Reenter password and # - 123123#  
Password has been changed.
3. **Change your name.**  
You will now be asked to speak your  
name.  
Enter 1 , speak your name and Enter  
1 when finished.  
Press # to approve
4. **Press 3 to Change your Personal Greeting**  
(User should record a personal  
greeting to replace the system  
greeting)  
Press 0 to listen to greeting.  
The system greeting is recorded at  
this point.  
Press 1 to create or change your  
personal greeting.  
For all calls the system greeting is  
active. Greeting not recorded.  
Record your greeting after the beep  
and press # when finished.
5. For all calls personal greeting is  
active.
6. Hang up