

A&W Communications, Inc.

Avaya IP Office Voicemail

IP Office Mode

QUICK User's Guide

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Logging Into Voicemail from your extension

1. From your telephone: Press VM button or Press Intercom and 777.
2. Enter your PASSWORD, ex. 123123

Logging Into Voicemail from another extension

1. From any telephone: Press Intercom and 778.
2. Enter EXTENSION.
Ex. 15
3. Enter your PASSWORD, ex. 123123

Listening to Messages

1. *You are now logged in and you will be told how many new messages you have and the first message will start playing.*
2. After message plays, choose one of the following:
4 to delete message
5 to save message
6 to forward option
7 to repeat message
9 to skip message
[If you do nothing, the message will be automatically deleted after 24 hours]

3. System will either play the next message or inform you that there are no more messages
4. Hang up

Change your Personal Greeting

1. To change your personal greeting
Press 3.
Press 1 to hear greeting
Press 2 to change greeting
Press 3 to save greeting
2. 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 6 for forwarding options.
2. Press 3 to add header message.
3. Record your comment and when finished recording press #. (The message should be something like, "Hi Don, this message is for you, Thank you")
4. Enter EXTENSION and ##,
Ex. 15##.
Delivery scheduled.

Initial First-Time Setup on a Users New Mailbox

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

1. From your telephone: Press VM button or Press Intercom and 777.
Enter your PASSWORD
ex. 123123#

2. **Change your password.**
Press *04
Enter current access code after the beep.
Press #
Now enter new access code after the beep and Press # when finished.

3. **Change your name.**
*Press *05, speak your name and*
Press 1 to hear greeting
Press 2 to change greeting
Press 3 to save greeting
[AT THIS POINT YOU MUST HANG UP AND LOG BACK IN TO PROCEED WITH CHANGING YOUR PERSONAL GREETING]

4. **Change your Personal Greeting**
Press 3
Press 1 to hear greeting
Press 2 to change greeting
Press 3 to save greeting

5. Hang up