

## 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