



## AVAYA IP OFFICE VOICEMAIL SETUP

1. **Access Voice-Mail**
    - a. Press the Message button on your phone or dial \*17.
    - b. When prompted, dial the extension / mailbox number
    - c. Press #.
  2. **Password**

Enter the default password which is **28292**
  3. **Personalize your password**
    - a. Choose a **6-16** digit password followed by the # key.  
(Passwords such as 1234 or 1111 will not be accepted.)
    - b. Re-enter your new password, followed by the # key.
  4. **Record your name**
    - a. Press **1** to begin recording your name.
    - b. SPEAK your name at the tone. (*Say your name only, not a greeting.*)
    - c. Press **1** again to end recording.
    - d. Press **#** to approve your recording or **1** to re-record your name.
  5. **Create a personalized greeting**  
(*This is the greeting your callers will hear when the call is answered by the voice-mail system.*)
    - a. To administer personal greetings... press **3** from the Activity Menu.
    - b. To create or change a greeting... press **1**
    - c. To assign the greeting number... press **1** (*or 2 or 3, etc., up to 9 greetings*)
    - d. Record your greeting.
    - e. To end your recording... press **1**
    - f. To play your greeting... press **23** **OR** **\*3** to delete your greeting.
    - g. To approve the greeting... press **#**
    - h. **To use this greeting for all calls...** press **1**  
(If you do not activate this greeting, it will stay as a *stored* greeting in your voice-mail.)
  6. **Notes**
    - a. To transfer a caller directly into a voice-mail, press Transfer, # , the extension, Transfer.
    - b. To leave a message in a colleague's voice-mail without ringing their phone, dial # + colleague's extension.
    - c. To bypass a greeting, press **1**.
    - d. To re-record a name, from the Main Menu, press **5**, then press **5**, and follow the prompts.
    - e. To change a password, from the Main Menu, press **5**, then press **4**, and follow the prompts.
- ~~~ You've Got Mail ....voice-mail ~~~
7. **Check messages**
    - a) Press the Message button or dial \*17.
    - b) Dial the extension and press #.
    - c) Dial the password and press #.
    - d) Press 2.
    - e) Listen to envelope information (time and date of the call).
    - OR**
    - f) Skip the envelope information.
    - g) To play the message, press 0.
  8. **After listening to each message**

a) To erase, press	<b>* D (3)</b>
b) To save, press	<b>** R (7)</b>
c) To skip, press	<b>#</b>
d) To forward a copy, press	<b>1</b>
d) To listen again, press	<b>0</b>
  9. **While listening to a message**
    - a) To rewind 5 seconds, press **5**
    - b) To advance 5 seconds, press **6**
    - c) To pause recording and resume **3**
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