

## Avaya IP Office Essential Messaging (IP Office Mode)

### Accessing Your Mailbox and Messages (via audio/touch-tone interface)

- **IMPORTANT**  
It is important to note that once a new message has been listened to, it is marked as 'old'. Old messages are automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing 5 whilst listening to the message.

#### Mailbox Access

1. To access your mailbox, Dial \*17.
2. Enter your extension number. (if prompted)
3. Enter your access code. (if prompted)
4. You will hear a prompt telling you how many messages you have.
5. The voicemail system will start playing your new messages.
6. Once you have accessed your mailbox, you can use the following controls:
  - Play old messages = 1
  - Play saved messages = 2
  - Fast forward = #
  - Rewind = \*
  - Repeat last message = 7
  - Skip current message = 9
  - Delete current message = 4
  - Save current message = 5
  - Call back sender = \*\*
  - Forward message = 6
  - Edit greeting = 3
  - Record Name = \*05
  - Change mailbox code = \*04
  - Direct all to email = \*01
  - Send email notification = \*02
  - Turn email off = \*03
  - Outcalling options = \*07
  - Help = \*4
  - Exit: Press 8.

#### Note:

- Callers reaching your mailbox can press 1 to bypass your greeting to leave a message
- Callers reaching your mailbox can press \*0 to be transferred to the receptionist or your assistant (Contact your system administrator for details)