

Avaya IP Office Preferred Messaging

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

Mailbox Access

1. To access your mailbox, Dial *17.
2. Enter your extension number and press #.
3. Enter your password and press #. (default password is #)
4. You will hear a prompt telling you how many messages you have.
5. Once you have accessed your mailbox, you can use the following controls:
 - Get Messages = 2
 - Skip Header = 0
 - Reply = 1
 - Restart = 2
 - Pause on/off = 3
 - Rewind = 5
 - Advance = 6
 - Save & Skip = #
 - Delete = *3
 - Undelete = **8
 - Skip = **4
 - Record/Change Greetings = 3
 - Listen to a Greeting = 0
 - Create, Change or Delete Greeting = 1
 - Scan all Greetings = 2
 - Activate a Greeting = 3
 - Customize Mailbox = 5
 - Change your password = 4
 - Record your Name = 5
 - Outcalling = 6
 - Scan Incoming Messages Automatically = 7

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)