Consolidated Technologies, Inc.

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AVAYA IP Office Embedded Voicemail User Guide

Accessing Your Mailbox

1. To access your mailbox, dial ***17** from your own extension.
   Some Avaya telephones have a dedicated voicemail key which can also be used to access your mailbox.
2. If your mailbox has an access code set, you will be prompted to enter it.
3. Enter you access code.
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:** Press **1**.
   - **Play saved messages:** Press **2**.
   - **Edit mailbox greeting:** Press **3**.
     See Changing Your Greeting Message.
   - **Delete current message:** Press **4**.
   - **Save current message:** Press **5**.
   - **Change mailbox access code:** Press ***04**.
     See Amend an Access Code from Extension.
   - **Hear Help Prompts:** Press ***4**.
   - **Exit:** Press **8**.

Changing the Mailbox Access Code

You can set an access code for your mailbox. This access code will be requested whenever you access the mailbox to collect messages. When set, the access code must be between 4 and 15 digits in length.

You can set and change your mailbox access code through the mailbox as follows:
1. Dial ***17** from your extension.
2. If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.
3. Dial ***04**.
4. When asked for the access code, enter your current access code and **#**. If you have no current access code just press **#**.
5. Enter your new access code followed by **#**. Ensure that the code is at least four digits in length. If you enter a short code you will be prompted to enter a longer code.
   - To remove an exist access code and return the mailbox to not having an access code, just press **#**.
   - Do not set an obvious code. For example:
       Do not match your extension number.
       Do not use a sequence of digits, eg. 1234.
       Do not use the same repeated digit, eg. 1111.
6. Re-enter your new access code followed by **#**.The access code will now be changed.
7. The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

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AVAYA IP Office Voicemail Pro

Changing Your Greeting Message

You can record a personalized greeting message by pressing **3** while in your mailbox.
The following options are available:

- **Hear your greeting message:** Press **1**.
  This option also allows you to hear the message you have just recorded so that you can then decide to record it or save it.
- **Change your greeting message:** Press **2**.
  You will be asked to speak after the tone and then press 2 at the end of the message. The system will see the 2 as the end of message and return to the menu, where you can press 1 to hear the new message and then press 3 to make the recording active. If you do not wish to use the recording you can record it or just hang up and the previous greeting will still be in use.
- **Save your greeting message:** Press **3**.
  If you hang up before pressing 3 the previous greeting will be used.
- **Hear Help Prompts:** Press ***4**.
- **Exit to Previous Menu:** Press **8**.

Mailbox Controls

You can use the following IP Office dialing short codes to control your mailbox. These are default system features which can be changed or altered by your system administrator.

- ***18: Turn Voicemail On**
  Causes calls to go to voicemail when you are busy or don't answer or the extension to which you forward your calls doesn't answer.
- ***19: Turn Voicemail Off:**
  Switches the above feature off.