

Avaya IP Office Intuity Mode Voicemail Setup Guide

LOGGING IN FOR THE FIRST TIME

1. From your office phone, dial ***17** .
2. Enter your **extension number** and **# key**
3. When prompted for your password press **#** only, as you do not yet have a password.
4. Next, you will be prompted to enter a **new password**. Your new password must be at least **4 digits, cannot match your extension number, cannot be the same number repeated and cannot be consecutive digits**.
 - a. Enter your **new password** and **# sign**.
 - b. You will be prompted to re-enter your new password and **# sign**.
5. Next you will be prompted to record your name.
 - a. Press **1** to record your **name (first name & last name)**.
 - b. Record your **name** then press **1**.
 - c. Press **2 3** to listen to your **name**.
 - d. Press **2 1** to re-record if necessary
 - e. Press ***#** to approve your **name**.

YOU SHOULD RECORD YOUR GREETING RIGHT AWAY

1. Press **3** to administer your greetings.
2. Press **1** to create your **greeting**.
3. "Enter greeting number". Choose the appropriate greeting number (1 – 9)
4. Press **1** to record your **personal greeting**.
 - a. Record your **greeting** then press **1**.
 - b. Press **#** to approve your **greeting**. Or
 - c. Press **2 3** to listen to your **greeting**. Or
 - d. Press **2 1** to re-record.
5. **YOU MUST NEXT ACTIVATE GREETING 1 FOR ALL CALLS**
 - a. **"To make greeting 1 active for ALL CALLS, Press 1."**

Greeting Examples: "This is __ (your name/department) _____. I'm either on my phone or away from my desk. Please leave your name, number, and reason for calling at the tone or press 0 for immediate assistance."

"Hello and thank you for calling (company name). This is _____ and today is (day & date) I am either on my phone or away from my desk. Please leave a detailed message at the tone and I will return your call as quickly as possible. If you need immediate assistance, please press 0 now.

NOTE:

To retrieve messages from outside of the office, dial your direct dial number or dial your extension on the main number; when you hear your greeting, dial *7 .

- To record a message Press 1
- To get your messages, Press 2
- To Administer Greetings, Press 3
- To Administer Personal Options (name recording, password), Press 5

TO LISTEN TO MESSAGES

1. Log in to **VOICE MAIL**.
2. Press **2** to get messages.
3. Press **0** to listen to messages.
4. Press *** D** to delete your messages.
5. Press **#** to skip and go to the next message.
6. If you wish to respond to, or forward the message, Press **1 and follow instructions**.

Other Options:

Press 3 to pause

Press 5 to back up 5 seconds OR Press 6 to advance 5 seconds

Press 0 to replay from the beginning

Press **U (**8) to undelete

Press *T (*8) to transfer out of voicemail and dial an extension on the switch

Press **9 to disengage from the voicemail system

