

Initial Voicemail Setup

For Intuity/Voicemail Pro



1. From your phone, dial *17
2. When prompted, enter the extension or yours, or the mailbox you are attempting to access, then press #. If logging into your own mailbox from a phone associated with your extension number, just press #.
3. When prompted for a password, press #.
4. When prompted to enter a new password, enter your desired password using the numeric keypad, then press #.
5. When prompted to re-enter the password, enter it again, using the numeric keypad, then press #.

Note: A password cannot be the mailbox extension number and may not consist of consecutive (i.e. "1234") or repeated (i.e. "5555") numbers.

6. Listen to the Avaya Attendant explain name recording before continuing. Once the message has finished, press 1 to record the mailbox name (your name, for example). This is not a prompt to record a full voicemail greeting, just your name.

IMPORTANT! If your company will utilize a dial-by-name directory, it is important to complete this step, otherwise your extension will NOT be located.

7. When done recording, press 1. If you are satisfied with the recording, press #, otherwise you may follow the instructions to re-record.

Congratulations! Your voicemail box is now set up for use. When accessing the voicemail system in the future, you will log in with the new password you have chosen.

8. Once the system announces your number of new messages, you may hang up, or record personal greetings by selecting "3" (personal greetings) from the main menu, then pressing "1" to create or change a greeting. You will have a choice of different personal greetings to create, depending on call types (i.e. to answer all calls).

¹ On some systems, the phone's  **Message** button may be defaulted to "Visual Voicemail", allowing end-users to manage their mailbox on their phone display screen using softkeys.

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Creating Your Mailbox Personalized Greeting

By default, a generic system greeting that includes your recorded name is played when a person calls your voicemail box. Below is instruction to personalize a greeting to handle all calls.

1. From the mailbox main menu, press **3** for personal greetings.
2. Press **1** to create, change or delete a greeting.
3. Enter **1** for greeting 1. You will hear it's not recorded or active.
4. Start speaking your greeting at the tone; press **#** to finish the recording.
5. When you have finished, press **0** to listen to what you recorded. Otherwise, press **1** to assign the new greeting to All Calls. You will hear a confirmation that greeting **1** is approved and active for all calls, followed by a list of any other call types you can assign this same greeting to.
6. Press **#** to finish, and be returned to the personal greetings main menu.
7. Press **#** to return to your main voicemail box menu.