

Avaya IP Office How to Delete All Messages in the Embedded Voice Mail Telquest Tech Support

You can remove all the saved messages on the SD Card for the Embedded Voice Mail.

This will also Delete ALL AUTO ATTENDANT GREETINGS

Use a serial cable from your computer and plug it into the RS232 Port on the rear of the KSU.

You will need to use a Serial Terminal Program like Putty or Tera Term.

Set the Serial Terminal with these values: 38400, 8, N, 1

Baud Rate 38400

Bits 8

Parity N

Stop Bits 1

Once connected, type AT

An OK prompt should return

Type at-debug (no capitals)

A date-time prompt appear

type ivm-msg-del-all

All embedded IVM messages and Auto Attendant Greetings will be deleted.

Page 2

Here is what I received when I followed the instructions on Page 1:

AT
OK
at-debug
<IPOffice Manager Version 0.2>
Tue 23/9/2014 08:43:13, Hello>ivm-msg-del-all

Deleting all messages for all Mailboxes

Deleting message for mailbox PEAA1 recorded at 2013/11/25 17:13:18
Deleting message for mailbox PEAA1 recorded at 2013/11/25 17:15:56
Deleting message for mailbox PEAA1 recorded at 2013/11/25 17:17:18
Deleting message for mailbox PEAA9 recorded at 2013/11/25 17:20:48
Deleting message for mailbox PEAA9 recorded at 2013/11/25 17:21:07
Deleting message for mailbox Extn202 recorded at 2014/04/01 13:53:50
Deleting message for mailbox day recorded at 2014/06/02 07:42:50
Deleting message for mailbox DAY recorded at 2014/06/02 07:47:50
Deleting message for mailbox Day recorded at 2014/06/02 08:01:29
Deleting message for mailbox Day1 recorded at 2014/06/02 08:03:39
Deleting message for mailbox DH_Main recorded at 2014/07/03 13:52:48
Deleting message for mailbox Ext201 recorded at 2014/08/21 08:30:33
Deleting message for mailbox Ext201 recorded at 2014/08/21 08:31:43
Deleting message for mailbox Main recorded at 2014/09/05 11:43:11
Deleting message for mailbox Main recorded at 2014/09/05 11:43:44
Deleting message for mailbox AA1 recorded at 2014/09/08 10:10:00
Deleting message for mailbox Extn202 recorded at 2014/09/11 17:29:21

-- Done

Tue 23/9/2014 08:43:40, Hello>