Avaya IP Office Essential
Clear All Messages in a Mailbox
Telquest Tech Support

Every user on the system has a voice mailbox, used or not.

You can logon via a phone as user 599 and delete all messages for 599 (one at a time) or attach a serial cable to the rear of the IP Office and the other end to your PC to delete all of the messages.

Using a serial communications program like Hyperterminal or Putty to connect to the IP Office,

port settings are 38400,8,N,1

Then type (case sensitive!)

at-debug

Then press Enter

You should get a similar to this:

<IPOffice Manager Version 0.2>

Tue 12/2/2019 14:04:37, Hello>

Then type (case sensitive!)

ivm-mbox-show

Then press Enter <-- This shows the details of all VM messages and Auto Attendant Greetings

Example of what you will see: I added this column to explain better

Mailbox: AA4	Auto Attendant AA4
Mailbox: AA1	Auto Attendant AA1
Mailbox: Extn203	User Extn203 (Ext 203)
Mailbox: Cindy 204	User Cindy (Ext 204)
Mailbox: Day	Auto Attendant Day
Mailbox: Mary Smith	User Mary Smith (No Ext Info)
Mailbox: MainAA	Auto Attendant MainAA

These are the User Names

To Clear all the messages for a particular User, you enter the User Name (not the extension number)

Here is an example to delete all the messages for User Mary Smith:

ivm-mbox-clear Mary Smith <-- I entered this as shown below

Tue 12/2/2019 14:05:06, Hello>ivm-mbox-clear Mary Smith

KSU Response:

  Deleting all messages for Mailbox: "Mary Smith"

    Deleting message for mailbox Mary Smith recorded at 2018/12/20 11:10:44

    Deleting message for mailbox Mary Smith recorded at 2019/02/04 11:36:46

  -- Done

And here is an example to delete all the messages for User Extn203:

ivm-mbox-clear Extn203

Tue 12/2/2019 14:21:16, Hello>ivm-mbox-clear Extn203

KSU Response:

  Deleting all messages for Mailbox: "Extn203"

    Deleting message for mailbox Extn203 recorded at 2018/09/04 14:06:42

  -- Done

If you want to erase all messages in all mailboxes and **all of the Auto Attendant Greetings:**

Be prepared to re-record all the Auto Attendant Greetings....
Be careful....

AT
AT DEBUG
ivm-msg-del-all

Tue 12/2/2019 14:23:23, Hello>ivm-msg-del-all
KSU Response:
  Deleting all messages for all Mailboxes
    Deleting message for mailbox AA4 recorded at 2018/08/13 13:05:19
    Deleting message for mailbox AA1 recorded at 2018/09/04 13:49:46
    Deleting message for mailbox XXX recorded at 2018/09/04 14:09:50
    Deleting message for mailbox Day recorded at 2018/11/02 08:46:59
    Deleting message for mailbox MainAA recorded at 2019/01/02 13:01:38
    Deleting message for mailbox MainAA recorded at 2019/01/02 14:02:30
  -- Done