

Avaya IP Office Essential

Clear All Messages in a Mailbox

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

You can logon as any user and delete all messages for that user (one at a time) or attach a serial cable to the Serial Port (DB9) on the rear of the IP Office and the other end to your PC.

Here is an example to delete the messages for User / Mailbox 202:

Use 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

ivm-mbox-show 202 <-- This shows the details of VM messages for User/Mailbox 202

ivm-mbox-clear 202 <-- This will delete all messages for User/Mailbox 202

If you want to erase all messages in all mailboxes: (This is for every Mailbox in the system)

AT

AT DEBUG

hello> ivm-msg-del-all