

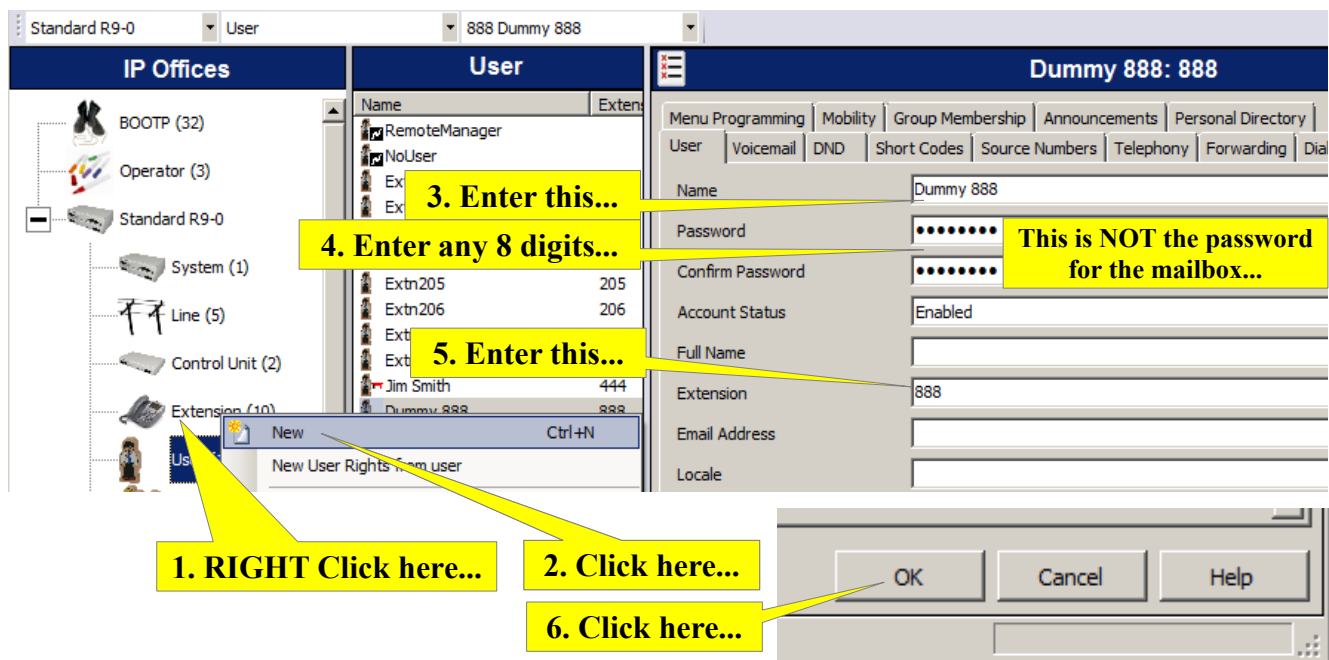
Avaya IP Office Standard Mode How To Change Auto Attendant Greetings Remotely Telquest Tech Support

There isn't any option in the system allowing you to remotely record Auto Attendant Greetings.

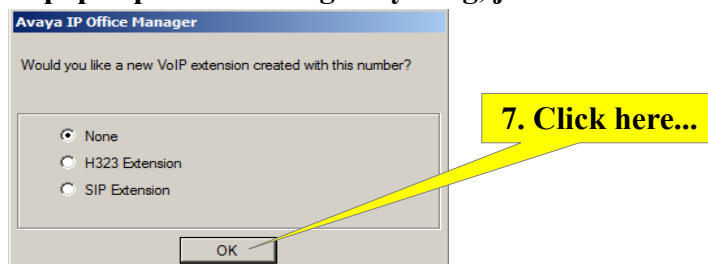
This work around is not 100% secure but it will work.

It will allow you to change the Greeting for Auto Attendant 1.

Create a new Dummy user:



When this pops up do not change anything, just click OK



Note:

You can use a different User Extension number other than 888.
I am using it as an example.

We are still in User 888.

1. Click here...

2. Enter any 4 digits...

This will be the Password...

**3 for Intuity Mode
*3 for IP Office Mode
See Pages 3 & 4**

3. Enter *8401 ...

Received BOOTP request for d4bed9a06340, 192.168.11.123:68, unable to process

Create a new Short Code that looks like this: It will be used to access Mail Box 888...

IP Offices

Short Code

99: Voicemail Collect

Code: *99

Feature: Voicemail Collect

Telephone Number: ?

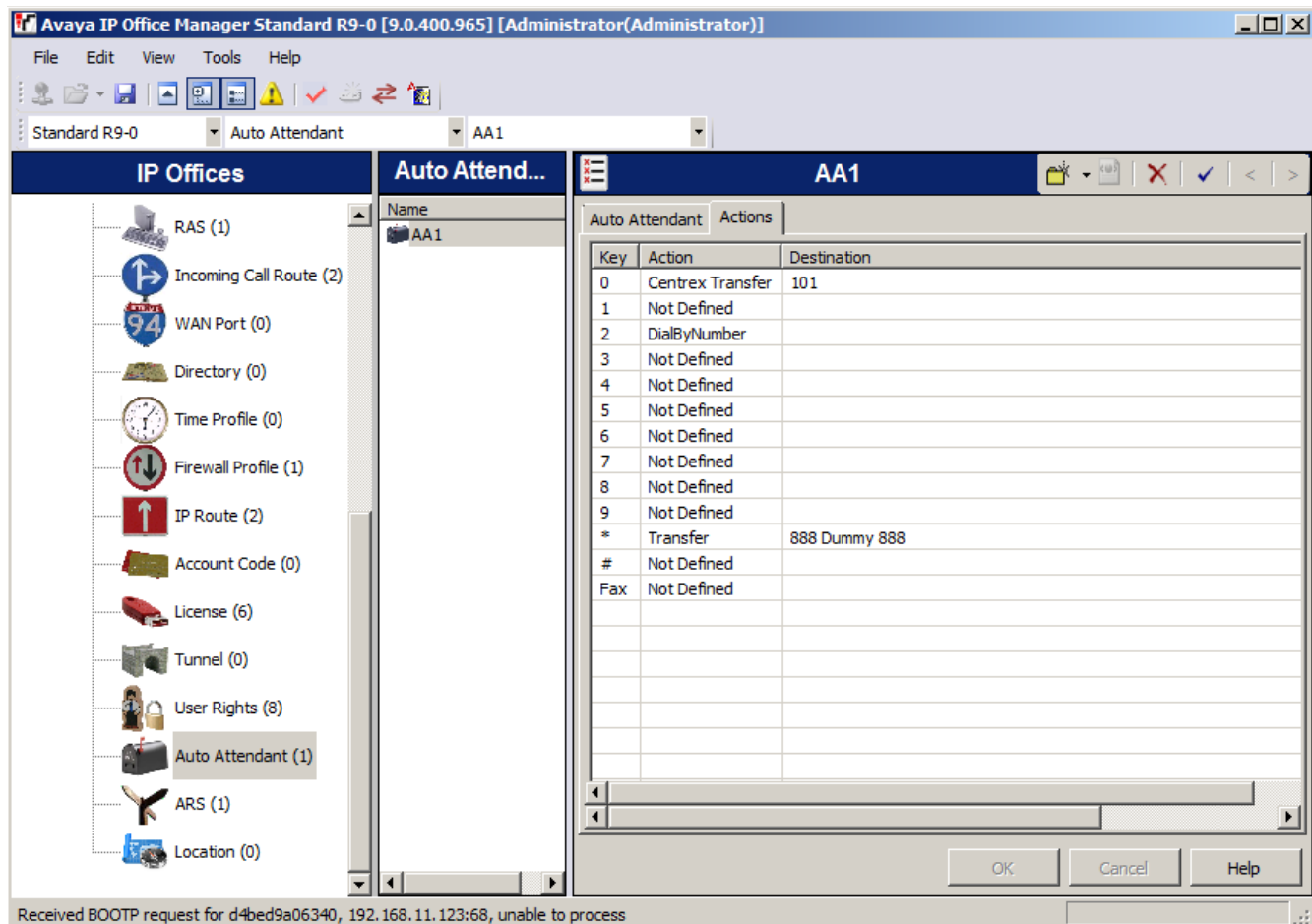
Line Group ID: 0

Locale:

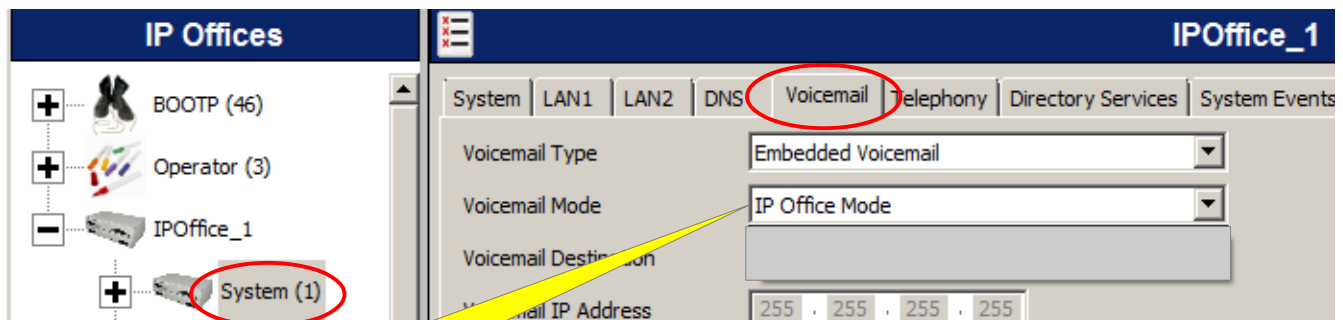
Force Account Code: ☐

Add a Action / Selector Code to access the Dummy 888 mailbox from the Auto Attendant:

I used * (STAR) in this example, you can use a different Action if you want to.



Note: Below, this is how to identify which mode your VM is using:



This is the Mode it is using...

Theory of Operation:

Call into the system and wait to be answered by the Auto Attendant.

When answered, dial * (STAR) (Remember, I used * in my example)

This will connect you to Dummy mailbox 888

When you hear the Dummy Greeting, dial 3 or *3 (STAR THREE) immediately.

Note: You dial 3 if your system is using Intuity Mode VM and *3 if IP Office Mode

This will send you to the Greeting options for Auto Attendant 1

Dial 1 and you can listen to the greeting to be sure that you are in the correct place

Then follow the prompts to record and save your new greeting

When done, hang up

Preparing User 888 mailbox:

You must first record a greeting in the Dummy User mailbox

**Dial *99 and enter the Dummy User mailbox number
(I used 888 in this example)**

Then enter the password you entered on Page 2

The prompt will tell you that you have “No new messages”

After that, dial 3 or *3 (STAR THREE) to record your Dummy Greeting

Note: You dial 3 if your system is using Intuity Mode VM and *3 if IP Office Mode

**Record something like this in your Dummy Greeting:
“This mailbox is not in service at this time”**

Review your greeting and then save it

You can test the mailbox by just dialing 888 from any phone.

When you hear the Dummy Greeting, dial 3 or *3 (STAR THREE) immediately.

Note: You dial 3 if your system is using Intuity Mode VM and *3 if IP Office Mode

Now you can change the greeting.