



IP Office

IP Office Mailbox Mode User Guide

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Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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Chapter 1.

Logging in to Your Mailbox

1. Logging in to Your Mailbox

This section describes the ways in which you can log into your mailbox to retrieve your messages using either [your own extension](#) or [from another location](#).

Your voicemail mailbox can be protected with an [access code](#). If so, you may need to enter your access code before you can check your messages.

By default your own extension is configured as a trusted location from which you don't need to enter your access code. If your extension is in a public area you might want this changed so that you do need to enter your access code, even from your own extension.

If you regularly log in to your mailbox from a location other than your own extension, you can ask your system administrator to also set that location up as a trusted location.

1.1 Logging in to Your Mailbox from Your Extension

You can log in to your mailbox from your own telephone extension or from a different location, if your system administrator has set this up for you. For more information, see [Logging in to Your Mailbox From a Different Location](#).

By default, your extension will be assumed to be a trusted location, which means that from your extension you can log into your voicemail mailbox without the need to enter an access code. If however your extension is in a public area it is possible for your system administrator to enable the access code option. For more information, see [Setting up a Mailbox Access Code](#).

To log into your mailbox from your own extension:

1. Dial *17. If this is the first time that the mailbox has been used, you might be prompted to record a name. If so, follow the instructions that you hear.
2. When you have logged in to your mailbox, an announcement tells you how many new messages you have (if any). New messages are then played back. You can press 8 to find out about the options that you can use.
 - To listen to old messages: Press 1.
 - To listen to saved messages: Press 2.
3. After you have listened to a new message, the message becomes an old message and is automatically deleted 36 hours after it was first played. On VoiceMail Pro systems, your system administrator can set the length of time for which messages are stored before they are automatically deleted. Check with your system administrator to find out if the message storage time has been changed.
4. To leave voicemail, hang up.

The sections that follow describe the features that you can use when you have logged into your mailbox.

1.2 Logging in to Your Mailbox From a Different Location

If you regularly need to log into your mailbox from places other than your office desk, you can ask your system administrator to enable remote access for your mailbox. When this has been done, you can log in from an extension number that is not your own.

To log into your mailbox from a different location:

1. Dial your extension number.
2. When you hear your voicemail greeting, press 8. You are asked for your access code, if you have set one.
3. Enter your access code. You can now check your messages.

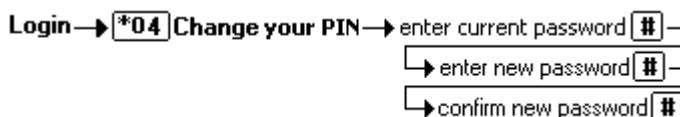
Tip

- If you regularly log into your mailbox from a location other than your own extension, you can ask your system administrator to set that location as a trusted location. When you log into your mailbox from a trusted location you are not asked for an access code.

By default your own extension is a trusted location. If your extension is in a public area you may want this changed so that you need to enter your access code even from your own extension.

1.3 Setting up a Mailbox Access Code

To protect your mailbox you can set up an access code. This is particularly useful if you log in to collect your messages from a public place.



To set up a mailbox access code:

1. From your own extension dial *17 to log into your mailbox. For more information, see [Logging in to Your Mailbox from Your Extension](#).
2. Press *04 to change your mailbox access code.
3. Key in your current access code after the tone. If you do not have one, press # (hash).
4. Key in your new access code after the tone and press #.
5. When you are prompted to repeat your new access code, key in your new access code again and press #.
6. When you hear, the message *Your access code has now been changed*, hang up.

Chapter 2.

Summary

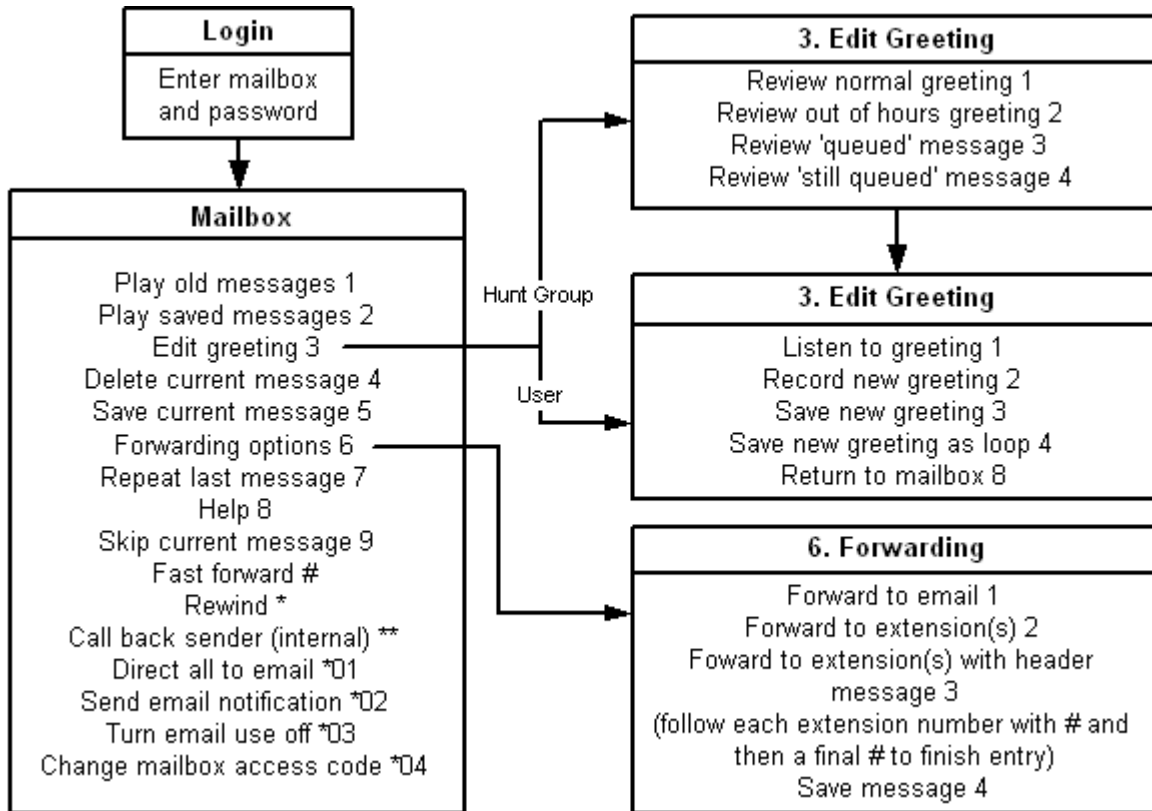
2. Summary

2.1 Mailbox Options

If you call your own extension and are diverted to voicemail, you can press 8 during the initial greeting to switch to collecting your messages.

Here is a summary of the options that are available when you have logged into your mailbox from your own extension or remotely.

- Unless you choose to save a message, it is automatically deleted 36 hours after it is played. To save a message while it is playing, press 5.



Notes

- During a message you can also press and hold 0 to pause the message. To continue playing the message, press the button that corresponds to Rewind or Previous on the display screen of your telephone.
- Email options must be enabled by your system administrator.
- VoiceMail Pro operation can be customized for some individual users and groups to provide different options.

2.2 Voicemail Help Menu Options

You can press 8 at any time to listen to the Help Menu.

- 1 Play old messages.
- 2 Play saved messages.
- 3 Edit your greeting.
- 4 Delete the message you are currently listening to.
- 5 Save the message you are currently listening to.
- 6 Forwarding options.
- 7 Repeat the last message.
- 8 Help.
- 9 Skip the message.
- ** call back the sender. Only while listening to the message internally.
- *01 Direct all messages to email.
- *02 Send email notification.
- *03 Turn off email functions.
- *04 Change your access code.

Additional functions not announced.

- # Forward message.
- * Rewind message.
- 0 Pause message (while you hold down 0) or call voicemail reception.

2.3 Default Short Codes

You can use the following default short codes from your own extension.

- Log into your mailbox from your own extension: Dial *17.
- Turn voicemail on or off: Dial *18 (on) or *19 (off).
When off, this stops the system from forwarding callers to your mailbox when you are busy or do not answer. It does not stop messages from being forwarded to your mailbox by other mailbox users.
- Turn voicemail ringback on or off: Dial *48 (on) or *49 (off).
When this option is on, ringback occurs whenever you end a call and replace the telephone handset (unless another call is waiting). The system rings your telephone and when you answer, prompts you to log into your mailbox.



Chapter 3.

Listening to Messages

3. Listening to Messages

Your IP Office mode mailbox can contain the following types of message:

- **New**
These are messages that have not yet been heard by you, the mailbox owner.
- **Old**
As soon as you start listening to a message, the status of the message changes to Old.
- **Saved**
While you listen to a message, you may request that the message be saved.

When you have logged into your mailbox, you hear an announcement to tell you the number of new messages that you have in your mailbox. The first of the new messages is then presented. For more information, see [Listening to New Messages](#)^[15].

While you listening to your messages you can:

- Delete the message that you are listening to. For more information, see [Deleting a Message](#)^[16].
- Save the message so that it is retained for the period defined for saved messages. On a VoiceMail Pro system this can be configured by your system administrator. Contact your system administrator if you need to find out how long a saved message will be retained on your system. For more information, see [Saving a Message](#)^[15].
- Forward the message to a different extension. For more information, see [Forwarding a Message to a Different Extension](#)^[18].
- Repeat the message you are listening to.
- Skip to the next message.
- Call the person who has left the message.
- Fast Forward, Rewind and Pause Messages.

After you have listened to a message once, its status changes to old. You can still listen to old and saved messages whenever you like. For more information, see [Listening to Old and Saved Messages](#)^[15].

3.1 Listening to New Messages

When you have logged into your IP Office mode mailbox, you hear an announcement to tell you how many new voicemail messages you have, if any. The first of these is then played to you.

- Your system administrator can configure the length of time for which messages remain in your mailbox. Check with your system administrator if you need to know how long messages are kept.

While you are listening to a message, you have the following options:

- To delete the message: Press 4. For more information see, [Deleting a Message](#) ^[16].
- To save the message: Press 5. For more information see, [Saving a Message](#) ^[15].
- To forward the message: Press 6. For more information see, [Forwarding Voice Messages](#) ^[18].
- To repeat the last message: Press 7.
- To skip the message: Press 9.
- To call back the sender (if internal): Press * *.
- To fast forward: Press #.
- To rewind: Press *.
- To pause: Press 0. Use * to restart.

3.2 Saving a Message

By default an old message remains in your mailbox for 36 hours. To keep a message for longer you can mark a message as saved. When a message is saved, the message will, by default, remain in your mailbox for the period that has been set by your system administrator.

To save a message:

1. Log into your mailbox.
2. Press 5 to save a message as you listen to it or after you have heard it. You hear a confirmation message to tell you that the message has been saved.

3.3 Listening to Old and Saved Messages

Once you start listening to a new message, its status changes to 'old'.

To listen to old messages:

1. Log into your mailbox.
2. Press 1. The number of old messages is announced and then each message is played.

To listen to saved messages:

1. Log into your mailbox.
2. Press 2. The number of saved messages is announced and then each message is played.

3.4 Deleting a Message

After you have started to listen to a new message, its status changes to old. By default, old messages remain in your mailbox for up to 36 hours before they are deleted as part of the voicemail housekeeping activities. As for new messages it is possible for the system administrator to change this duration on a VoiceMail Pro system. If you are sure that you do not want to keep a message you can delete it while you are listening to it or after you have finished listening to it.

To delete a message:

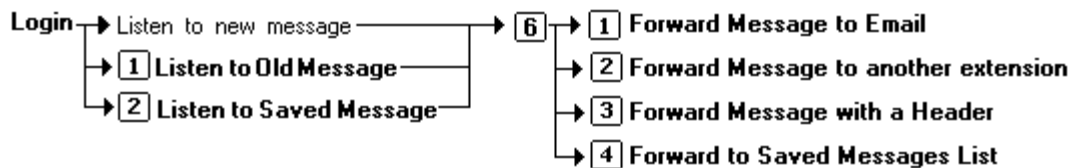
1. While you are listening to a message that you do not want to keep, press 4.

Chapter 4.

Forwarding Voice Messages

4. Forwarding Voice Messages

Messages can be forwarded to another location.



During or immediately after playing a voice message you can choose to forward it:

- To email. For more information, see [Forwarding a Message to Email](#)¹⁸.
- To other extensions. For more information, see [Forwarding a Message to a Different Extension](#)¹⁸.
- To your saved messages list. For more information, see [Forwarding a Message to Your Saved Messages List](#)¹⁹.

You can choose whether to add a message header before you forward a message. For more information, see [Forwarding a Message with a Message Header](#)¹⁹.

4.1 Forwarding a Message to Email

Before you can use this feature your system administrator must enter your email address against your mailbox name in IP Office Manager. Otherwise you hear the message *Email is not enabled on this mailbox*.

If this option is enabled, you can forward a voice message to your email inbox.

To forward a message to email:

1. During or immediately after playing a message, press 6.
2. Press 1. The message is forwarded to your email address.

To return to the previous menu or to cancel message forwarding:

1. Press #.

4.2 Forwarding a Message to a Different Extension

You can forward a message to a different extension or to several extensions at the same time.

To forward a message to a different extension:

1. During or immediately after playing a message, press 6.
2. Press 2.
3. Enter each extension number followed by a #.
4. Press # again to finish. For example:
 - To forward a message to extensions 201, 202 and 203, key in: 201#202#203##
 - To forward a message to extension 201 only, key in: 201##

To return to the previous menu or to cancel message forwarding:

1. Press #.

4.3 Forwarding a Message with a Message Header

Before you forward a message, you can record a message of your own as a header to the message that you are forwarding. For example, you might add a header message to explain to the recipient why you are forwarding it to them.

To forward a message with a message header:

1. During or immediately after playing a message, press 6.
2. Press 3.
3. You are prompted to record your message and then press any key to finish recording.
4. Enter the list of forwarding extensions as if you were forwarding a normal message. For more information, see [Forwarding a Message to a Different Extension](#) ¹⁸.

To return to the previous menu or to cancel message forwarding:

1. Press #.

4.4 Forwarding a Message to Your Saved Messages List

Unless you choose to save a message, it is automatically deleted 36 hours after it is played. You can forward a message to save with other messages that you have already saved in your saved messages List.

To forward a message to your list of saved messages:

1. During or immediately after playing a message, press 6.
2. Press 4. This is the same as pressing 5 after playing the message.

To return to the previous menu or to cancel message forwarding:

1. Press #.

4.5 Forwarding Future New Messages to Email

Before you can use this feature your system administrator must enter your email address against your mailbox name in IP Office Manager. Otherwise you hear the message *Email is not enabled on this mailbox*.

If the option has been enabled, you can set up your mailbox so that any messages received in future are forwarded to your email address.

- If you choose this option, the messages are not stored in your voicemail mailbox.
- This option overrides other email alerts.

To forward future new messages to email:

1. Log in to your mailbox.
2. Press *01. Future new messages received in the voicemail mailbox are forwarded to your email address.

4.6 Switching Message Forwarding Off

If you have chosen a forwarding option and decide that you no longer want to use it you can switch it off.

To switch message forwarding off:

1. During or immediately after playing the message, press 6.
2. Press #.

Chapter 5.

Setting Up Email Notifications

5. Setting Up Email Notifications

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required. For more information, see [Receiving an Email Alert for a New Message](#)^[22].

In addition, when you listen to a message you can choose to forward it to your email address. For more information, see [Forwarding a Message to Email](#)^[18].

Before you can use the email options, your system administrator must enter your email address in IP Office Manager. Otherwise you hear the message *Email is not enabled on this mailbox* whenever you try to use an email option. Your system administrator can tell you whether your voicemail system has been configured to use email.

5.1 Receiving an Email Alert for a New Message

You can choose to receive an email alert to tell you when a caller has left a message for you.

- You can have email notifications sent to your mobile email address if you have one. This means that you can be alerted about the arrival of new messages, even when you are out of the office. You might need to contact your mobile or cell phone provider to find out your mobile email address.
- This option overrides email forwarding. For more information see, [Forwarding Future New Messages to Email](#)^[19].

To receive an email alert for a new message:

1. Log in to your mailbox.
2. Press *02. You receive an email alert whenever a new message is left .

5.2 Switching Email Forwarding and Alerts On or Off

If you have chosen any of the email notification options, you can switch them off from your telephone.

To switch off email options (forwarding or alerts):

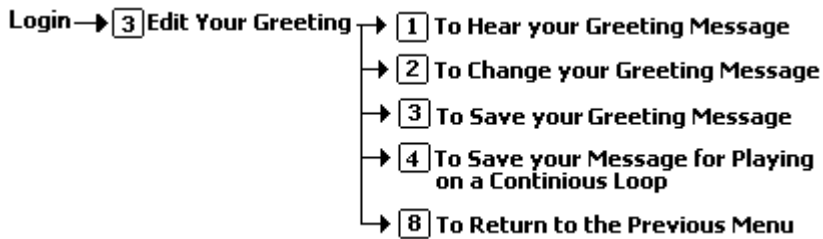
1. Log into your mailbox.
2. Press *03. You hear a confirmation message to tell you that the option is now turned off or on.

Chapter 6.

Setting and Changing Greeting Messages

6. Setting and Changing Greeting Messages

By default a generic system greeting is played when a person calls your voicemail box. You can record a personalized greeting message for your mailbox if you prefer.



- You can listen to your greeting message at any time. For more information, see [Listening to Your Greeting Message](#)^[24].
- You can change your greeting message at any time. For information, see [Changing Your Greeting Message](#)^[26].
- You can also save your greeting message so that it plays continuously. For more information, see [Saving Your Greeting Message to Play Continuously](#)^[25].
- You can also record a greeting message for hunt group mailboxes. For more information, see [Changing Hunt Group Greeting Messages](#)^[27].

6.1 Listening to Your Greeting Message

You can listen to your personalized greeting message at any time and, if required, you can change it.

To listen to your greeting message:

1. Log into your mailbox.
2. Press 3 for greeting messages.
3. Press 1. With this option you can also to hear the currently recorded/default message. After you have recorded a new message, you can listen to it and decide to record again or save it. For more information, see [Changing Your Greeting Message](#)^[26] or [Saving Your Greeting Message](#)^[24].

To return to the previous menu:

1. Press 8.

6.2 Saving Your Greeting Message

When you are happy with a greeting message you can save it as it is or save it so that it plays continuously. For more information, see [Saving Your Greeting Message to Play Continuously](#)^[25].

To save your greeting message:

1. Log in to your mailbox.
2. Change your message as required. For more information, see [Changing Your Greeting Message](#)^[26].
3. Press 3. You hear a conformation prompt to tell you that your change was saved.
 - If you hang up before you press 3, the greeting that was previously active is used.

To return to the previous menu:

1. Press 8.

6.3 Saving Your Greeting Message to Play Continuously

You can set up your personal greeting message so that it plays continuously. Callers cannot leave a message or press 0 for the reception number, if one has been set.

Important - If you choose this option, you will need to record a new message when you want to stop playing the message continuously. See [Stopping Your Greeting Message from Playing Continuously](#)^[25].

To save your greeting to play continuously:

1. Log in to your mailbox.
2. Press 3 for greeting messages.
3. Press 4. You hear a conformation prompt to tell you that your change was saved.

To return to the previous menu:

1. Press 8.

6.4 Stopping Your Greeting Message from Playing Continuously

If you have set up your greeting message to play continuously, you must complete the following steps to stop it.

To stop your greeting from playing continuously:

1. Log in to your mailbox.
2. Press 3 for greeting messages.
3. Press 2 to change your message.
4. Record your message after the tone.
5. Press 2 when you have finished recording your greeting message. You can then press 1 to hear the new message.
6. Press 3 to save so that your message no longer plays continuously. You hear a conformation prompt to tell you that your change was saved.

6.5 Changing Your Greeting Message

You can change your personalized greeting message at any time. If you choose to offer callers to your mailbox any [transfer options](#) ^[32] to covering numbers, you need to record a greeting message that explains the available transfer options.

Caution

- If you change from the system greeting to a personalized one, you cannot return to the system greeting without the aid of your system administrator.

To change your greeting message:

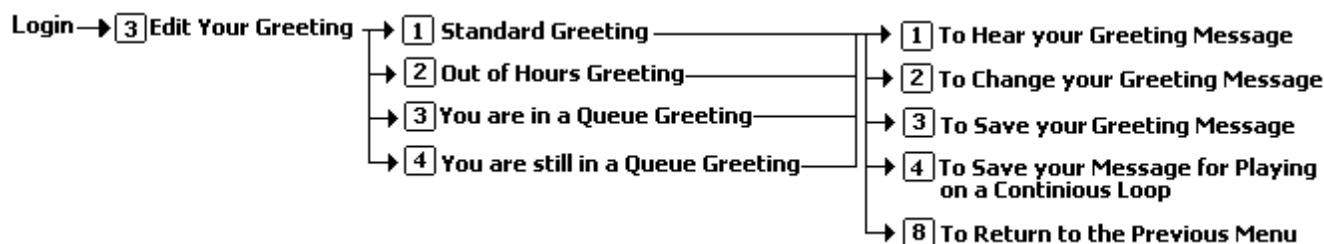
1. Log into your mailbox.
2. Press 3 for greeting messages.
3. Press 2 to change your greeting message.
4. Record your message after the tone.
 - Recordings must be at least 3 seconds long.
5. Press 2 when you have finished recording your greeting message. You can then press 1 to hear the new message.
6. Press 3 to make the message active if you want to use it. If you do not want to use the new recording, you can record again or hang up to use the greeting that was previously active.
7. Decide whether you want to make further changes or save your new greeting message. For more information about saving a greeting, see [Saving Your Greeting Message](#) ^[24] or [Saving Your Greeting Message to Play Continuously](#) ^[25].

To return to the previous menu:

1. Press 8.

6.6 Changing Hunt Group Greeting Messages

Your system administrator can set up a method for you to log into the mailbox of a hunt group. In addition to standard message handling, you can change the hunt group greeting messages.



To change hunt group greeting messages:

1. Log in to the hunt group mailbox. The exact method depends on the option that your system administrator has provided.
2. Press 3 for greeting messages.
3. Select the greeting to record:
 - Standard Greeting: Press 1.
This greeting is used when the hunt group is in service but all available hunt group members are busy or set to no answer.
 - Out of Hours Greeting: Press 2.
This greeting is used when the hunt group is in night service or out of service or out of hours.
 - Queue Greeting: Press 3.
This greeting is played to callers who have been waiting to be answered for a set period.
 - Still Queued Greeting: Press 4.
Twenty seconds after the queue greeting, the still queued greeting is played to a caller who is still waiting to be answered. This greeting is repeated every 20 seconds.
4. After selecting the greeting to record, you can choose the following options:
 - To hear the recording: Press 1.
 - To record a new greeting: Press 2.
You are prompted to press 2 again when you have finished recording. You then return to the menu to hear, record or save the message. Recordings must be at least 3 seconds long.
 - To save the new recording: Press 3.

Chapter 7.

Mailbox Administration

7. Mailbox Administration

Sometimes it can be useful to prevent callers from being forwarded to your mailbox when you are on the telephone or do not answer. You can switch voicemail off and back on again when you need it. For more information, see [Switching Voicemail On or Off](#)^[30].

Your system administrator can set up an option so that if callers are directed to your voicemail you can give them the option to [transfer to a different extension](#)^[32], for example to reception.

By default the voicemail system alerts when you have a voicemail message by ringing your telephone the next time you end a call and replace the handset. You can choose whether to have this voicemail ringback option on or off. For more information, see [Switching Voicemail Ringback On or Off](#)^[30].

7.1 Switching Voicemail On or Off

When voicemail is switched off, the system prevents callers from being forwarding to your mailbox when you are on the telephone or do not answer. This option does not prevent messages from being forwarded to your mailbox by other mailbox users.

To switch voicemail on or off

- Dial *18 (on) or *19 (off). You hear two confirmation beeps.

7.2 Switching Voicemail Ringback On or Off

When voicemail ringback is on, your telephone rings whenever you end a call and replace the handset (unless another call is waiting). The system rings your telephone and, when you answer, prompts you to log in to your mailbox. You can choose to switch this option on or off.

To switch voicemail ringback on or off:

- Dial *48 (on) or *49 (off). You hear two confirmation beeps.

Chapter 8.

Options for Mailbox Callers

8. Options for Mailbox Callers

When calling a mailbox you may be able to use the options listed below. Similarly callers reaching your mailbox can use these options.

- [Skip the mailbox greeting message](#)^[32]
- [Transfer to a Covering Number](#)^[32]
Press a key to be transferred to a covering number, for example reception. For this option to be available, your system administrator must set up a voicemail reception number for you.

8.1 Skipping a Mailbox Greeting Message

When you call an extension and are directed to voicemail you can skip past the greeting message and go straight to the tone that indicates when to leave your message.

To skip a mailbox greeting:

- Call the extension number.
- As soon your call is answered, press 2 to skip the greeting. You then hear the tone after which you can record your message.

8.2 Transferring to a Covering Number

Callers to you mailbox can be allowed to transfer to another number while listening to your mailbox greeting. They do this by pressing 0. IP Office 5.0+ also allows additional transfer numbers to added for if the user presses 2 or 3.

The numbers to which the callers are transferred can be configured by your system administrator. Alternatively if you also use IP Office Phone Manager you can configure the transfer destination numbers yourself.

If you have transfer destination numbers configured, you should mention them in your [mailbox greeting](#)^[24].

If your transfer destination is does not answer and the call goes to voicemail it will return to your mailbox.

Chapter 9.

Visual Voice

9. Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. Visual Voice is not supported on Voicemail Lite.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. For users on IP Office 4.2 or higher systems, the system maintainer can set the MESSAGES button on your phone to act as a Visual Voice button.

Visual Voice is not supported on all phones. It is only supported on the following phones:

- 1608, 1616, 2410, 2420, 4406, 4412, 4424, 4610, 4620, 4621, 4625, 5410, 5420, 5610, 5620, 5621, T3 Compact*, T3 Classic*, T3 Comfort*.
- On phones that have a display but do not support full visual voice operation as indicated below, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported (does not include T3 and T3 IP phones).
- *On T3 phones the Visual Voice button goes direct to the Listen function of Visual Voice. To access the full set of Visual Voice functions use *Menu > Settings > Voicemail Settings*.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size. Controls that cannot be fitted on the current display are accessed by using the phone's < and > buttons to move between screen pages.

Button	Functions
Listen	<p>Access your own voicemail mailbox. When pressed the screen will show the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Once message playback is selected the available controls change:</p> <ul style="list-style-type: none"> • Previous: Play the previous message. • Next: Play the next message. • Rewind: Rewind approximately 5 seconds. • FFwd: Step forwards approximately 5 seconds. • Delete: Delete the current message. • Save: Mark the message as a saved message. • Copy: Copy the message to another mailbox. When pressed as number of additional options are displayed. <ul style="list-style-type: none"> • Pre-Rec: Record a message that will be attached to the start of the message being copied. • Targets: Enter the destination for the message copy. • Done: Copy the message using the targets entered. • Pause: Pause the current message. Press the button again to un-pause.
Main(O)	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. The number of new messages in the mailbox is shown after the name. Press the button to access the mailbox in the same way as the Listen option above.</p>
Message	<p>Record and send a voicemail message to another mailbox or mailboxes.</p>
Greeting	<p>Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.</p> <ul style="list-style-type: none"> • Record: Record a new greeting. • Listen: Listen to the current greeting or the new greeting just recorded. • Submit: Submit the new greeting just recorded. • Delete: Delete the current greeting. The mailbox will revert to using the default system greeting unless Record and Submit are used to record a new greeting.
Email	<p>This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use Change to change the selected mode. Press Done when the required mode is displayed. Possible modes are:</p> <ul style="list-style-type: none"> • Email Mode Off: Voicemail email is not used. • Email Mode Copy: New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox. • Email Mode Fwd: New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox. • Email Mode Alert: A alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.

Button	Functions
Password	Change the voicemail mailbox password. To do this requires entry of the existing password.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the Visual Voice button allows entry of an extension number for direct to voicemail transfer of the connected call.

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Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England.

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: <http://marketingtools.avaya.com/knowledgebase>