



# **IP Office Basic Edition**

Embedded Voicemail User Guide - IP  
Office Mode

#### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

#### Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya may generally make available to users of its products and Hosted Services. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

#### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

#### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means a hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

#### Hosted Service

THE FOLLOWING APPLIES IF YOU PURCHASE A HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE. YOUR USE OF THE HOSTED SERVICE SHALL BE LIMITED BY THE NUMBER AND TYPE OF LICENSES PURCHASED UNDER YOUR CONTRACT FOR THE HOSTED SERVICE, PROVIDED, HOWEVER, THAT FOR CERTAIN HOSTED SERVICES IF APPLICABLE, YOU MAY HAVE THE OPPORTUNITY TO USE FLEX LICENSES, WHICH WILL BE INVOICED ACCORDING TO ACTUAL USAGE ABOVE THE CONTRACT LICENSE LEVEL. CONTACT AVAYA OR AVAYA'S CHANNEL PARTNER FOR MORE INFORMATION ABOUT THE LICENSES FOR THE APPLICABLE HOSTED SERVICE, THE AVAILABILITY OF ANY FLEX LICENSES (IF APPLICABLE), PRICING AND BILLING INFORMATION, AND OTHER IMPORTANT INFORMATION REGARDING THE HOSTED SERVICE.

#### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

#### License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Database License (DL). End User may install and use each copy or an Instance of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than one Instance of the same database.

CPU License (CP). End User may install and use each copy or Instance of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

#### Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE [WWW.SIPRO.COM/CONTACT.HTML](http://WWW.SIPRO.COM/CONTACT.HTML). THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

#### Compliance with Laws

Customer acknowledges and agrees that it is responsible for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

#### Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

#### Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>. Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

#### Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

#### Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

---

# Contents

## 1. Embedded Voicemail

1.1 Logging In.....	10
1.1.1 Normal Login.....	10
1.2 Default Mailbox Controls.....	11
1.3 Caller Options.....	11
1.4 Full Mailbox.....	11
1.5 Visual Voice.....	12

## 2. Listening to Messages

2.1 Listening to Messages.....	15
2.2 Marking a Message as New.....	15
2.3 Marking a Message as Saved.....	15
2.4 Forwarding a Message.....	16
2.5 Calling the Sender.....	16

## 3. Changing Your Settings

3.1 Changing Your Password.....	18
3.2 Personal Greeting.....	19
3.2.1 Recording Your Greeting.....	19
3.2.2 Listening to Your Greeting.....	19
3.3 Transfer Options.....	20
3.4 Record Your Name.....	20

## 4. Voicemail Notification

4.1 Voicemail Email.....	23
4.1.1 Switching On Email Notification.....	23
4.1.2 Switching Off Email Notification.....	23
4.2 Outcalling.....	23
4.2.1 Initial Outcalling Configuration.....	24
4.2.2 Setting Your Outcalling Destination.....	25
4.2.3 Setting Your Outcalling Timeout.....	25
4.2.4 Turning Outcalling On.....	25
4.2.5 Turning Outcalling Off.....	25
4.2.6 Answering Outcalling Calls.....	25

## 5. Document History

Index.....	29
------------	----



# Chapter 1.

## Embedded Voicemail









---

# 1. Embedded Voicemail

This user guide is for Embedded Voicemail provided by an IP Office Basic Edition system.

Your system maintainer can configure your system to support either Intuity or IP Office mode mailbox operation. This guide is for IP Office mode. Your system administrator can confirm which mode your system uses.

- [Normal login](#) 
- [Mailbox controls](#) 
- [Caller options](#) 
- [Visual voice](#) 

---

# 1.1 Logging In

## 1.1.1 Normal Login

### To login:

1. At your own extension, dial **777**.
  - To access your mailbox from another extension, dial **778**. You are prompted to enter the number of the mailbox you want to access. If you are dialing from your own extension, for your mailbox, just press #. Otherwise enter your extension number and press #.
2. Enter your mailbox password if you have a [password set](#)<sup>[18]</sup> and press #.
3. After you log in, the voice prompts provide instructions. See [Default Mailbox Controls](#)<sup>[11]</sup> for a summary of the controls.
  - For help at any time: Press **\*4**.
  - To return to the activity menu: Press **8**.

## 1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have [logged into](#) <sup>(10)</sup> a mailbox.

Activity Menu
<b>Playback</b>
<ul style="list-style-type: none"> <li>• New messages start playing by default.</li> <li>• Play old messages = 1</li> <li>• Play saved messages = 2               <ul style="list-style-type: none"> <li>• Fast forward = #</li> <li>• Rewind = *</li> <li>• Repeat last message = 7</li> <li>• Skip current message = 9</li> <li>• Delete current message = 4</li> <li>• Save current message = 5</li> <li>• Mark Message as new = *06</li> <li>• Call back sender = **</li> <li>• Forward message = 6</li> </ul> </li> </ul>
<b>Configuration</b>
<ul style="list-style-type: none"> <li>• Edit greeting = 3</li> <li>• Record Name = *05</li> <li>• Change mailbox code = *04</li> <li>• Direct all to email = *01</li> <li>• Send email notification = *02</li> <li>• Turn email off = *03</li> <li>• Outcalling options = *07</li> <li>• Help = *4</li> </ul>

3. Edit Greeting
<ul style="list-style-type: none"> <li>• Listen to greeting = 1</li> <li>• Record new greeting = 2</li> <li>• Save new greeting = 3</li> <li>• Save new greeting as a loop = 4</li> <li>• Return to mailbox = 8</li> </ul>
<b>6. Forwarding</b>
<ul style="list-style-type: none"> <li>• Forward to extensions = 2</li> <li>• Forward with header message = 3</li> </ul> <p>[Follow each extension number with # and then a final # to finish.]</p>
<b>*07. Outcalling</b>
<ul style="list-style-type: none"> <li>• Listen to settings = 0</li> <li>• Configure outcalling = 1</li> <li>• Turn outcalling off = 6</li> <li>• Turn outcalling on = 9</li> <li>• Return to mailbox = 8</li> </ul>

### IMPORTANT: Old Messages are automatically deleted after 24 hours

After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved, press **5** while listening to the message.

## 1.3 Caller Options

Callers to your mailbox can perform the following actions:

- **Skip Your Mailbox Greeting**  
Callers can skip your greeting message and go straight to leaving a message by pressing **1**.
- **Transfer to another number** <sup>(20)</sup>  
Depending on your settings, the caller can select a transfer to another extension rather than leaving a message.
- **Leave a message**  
After hearing the tone, your caller can start recording a message. The system only saves messages that are longer than 3 seconds. The default maximum message length is 120 seconds. However, the system administrator can adjust that.
- **Options after leaving a message**  
After leaving a mailbox message, callers can press # rather than hanging up immediately. The caller hears a prompt informing them if the system saved the message. The system then disconnects the call.

## 1.4 Full Mailbox

When a mailbox is full and unable to store new voicemail messages, the voicemail system plays an information message and disconnects the call.

---

## 1.5 Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. To use Visual Voice, your system maintainer must either add a **Visual Voice** button to your phone or set the **MESSAGES** button to use Visual Voice.

- Visual Voice is supported on most Avaya desk phones with a suitable display. On other phones, the button can be used for mailbox access using voice prompts and for direct to voicemail transfer during a call.

### Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

- **Listen**  
Access your own voicemail mailbox. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below:
  - **Play** - Play the message.
    - To select the next message or previous message, use the ▼ and ▲ cursor keys.
    - To fast forward or rewind the current playing message by 5 seconds, use the ◀ and ▶ cursor keys.
  - **Pause** - Pause the message playback.
  - **Delete** - Delete the message.
  - **Save** - Mark the message as a saved message.
  - **Call** - Call the message sender if a caller ID is available.
  - **Copy** - Copy the message to another mailbox. When pressed as number of additional options are displayed.
- **Message**  
Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**  
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- **Name**  
Change the mailbox user name recording used in various functions and played to callers.
- **Email**  
This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the system configuration. This control allows you to see and change the current voicemail e-mail 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:
  - **Email Mode Off:** Voicemail email is not used.
  - **Email Mode Copy:** Copy new voicemail messages to the email address, leaving the original message in the mailbox.
  - **Email Mode Fwd:** Forward new voicemail messages to the email address, deleting the original message from the mailbox.
  - **Email Mode Alert:** Send an alert email message to the email address, leaving the message in the mailbox.
- **Passcode**  
Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**  
Switch voicemail coverage on/off.

### Using the Visual Voice Button for Voicemail Transfer

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

# Chapter 2.

## Listening to Messages

---

## 2. Listening to Messages

This section covers actions you can perform while listening to your messages.

- [Listening to your messages](#) <sup>[15]</sup>
- [Marking a message as new](#) <sup>[15]</sup>
- [Marking a message a saved](#) <sup>[15]</sup>
- [Forwarding a message](#) <sup>[16]</sup>
- [Calling the message sender](#) <sup>[16]</sup>

## 2.1 Listening to Messages

The system groups messages into the following categories:

- **New**  
After you have listened to a new message, it automatically becomes an old message.
- **Saved**  
This category applies to messages you [marked as saved](#) <sup>[15]</sup>. You would normally do this for messages that you do not want the system to automatically delete.
- **Old**  
After you have listened to a new message it automatically becomes an old message. Unless you delete them sooner, the system automatically deletes old messages after 24 hours.

When you get your messages, the system automatically starts playing your new messages if you have any. After each message, the system plays details of when the message was left and the caller.

### To listen to your messages:

1. [Log in](#) <sup>[10]</sup> to your mailbox.
2. If you have any new messages, the system starts playing them.
  - To switch to playing old messages: Press **1**.
  - To switch to playing saved messages: Press **2**.
3. While playing a message, you can use the following options:
  - To fast forward: Press **#**.
  - To rewind: Press **\***.
  - To repeat the last message: Press **7**.
  - To skip the current message: Press **9**.
  - To delete the current message: Press **4**.
  - To [mark the message as saved](#): Press <sup>[15]</sup> **5**.
  - To [mark the message as new](#): Press <sup>[15]</sup> **\*06**.
  - To call back the sender: Press **\*\***.
  - To forward the message: Press **6**.

## 2.2 Marking a Message as New

While listening to old or saved messages you can reset the message back to being treated as a new message. This will cause the message waiting indicator on the phone to be lit again. However, if you are using voicemail email or [outcalling](#) <sup>[23]</sup>, these are not triggered by changing the status of a message back to new.

### To mark a message as new:

1. Press **\*06** while listening to the old or saved message.

## 2.3 Marking a Message as Saved

Once you have played a message it is marked as old. The system automatically deletes old messages after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

### To save a message:

1. Press **5** when listening to a new or old message.

---

## 2.4 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you do this, you can record a comment at the start of the message.

### To forward a message:

1. While listening to the message, press **6**.
  - To forward the message as is, press **2**.
  - To add a comment before forwarding, press **3**. After the tone, record your comment and press **#** to finish recording.
2. Enter the extension number to forward the message to and press **#**.
3. If you want to send the message to more than one extension, repeat the process of enter each extension number followed by **#**.
4. Press **#** to finish addressing and forward the message.

## 2.5 Calling the Sender

When an internal caller leaves a message, the system will capture the caller's number and store that with the message. You can choose to make a call to the caller's number.

### To call the message sender:

1. While listening to a message, press **\*\***.



# Chapter 3.

# Changing Your Settings

---

## 3. Changing Your Settings

This section covers the following topics:

- [Changing your password](#) [18]
- [Recording a greeting](#) [19]
- [Listening to your greeting](#) [19]
- [Breakout transfer options](#) [20]
- [Recording your name](#) [20]

### 3.1 Changing Your Password

You are not required to set a password for your mailbox if you only access it from your own extension. For access to your mailbox from other locations, including in response to Outcalling, you will need to have a password set. If you set a password, it is then required during access to your mailbox from your own extension.

#### To change your password:

1. [Log in](#) [10] to your mailbox.
2. Press **\*04** to change your password.
3. Enter your current password and press **#**. If you have no current password just press **#**.
4. Enter your new password followed by **#**.
  - Enter at least four digits and up to 15. Do not set an obvious code. For example:
    - Your extension number.
    - A sequence of digits, for example 1234.
    - The same repeated digits, for example 1111.
5. Re-enter your new password followed by **#**.
  - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of password if successful.

#### System Administration

The system administrator cannot see your password. However, they are able to clear your existing password.

## 3.2 Personal Greeting


By default, callers to your mailbox hear the default system greeting. You can replace this with a personal greeting.

### 3.2.1 Recording Your Greeting

You can record the greeting heard by callers to your voicemail. At any time, you can listen to a greeting message and re-record it.

- A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default.


#### To record your greeting:

1. [Log in](#)  to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **2** to change your greeting.
4. When prompted, speak your new greeting.
  - The greeting must be longer than 3 seconds.
  - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press **2** when you have finished recording your greeting.
6. Press **1** to listen to your new greeting. After you have listened to your greeting:
  - To save the new greeting: Press **3**.
  - To re-record the new greeting: Press **2**.
  - To save the new greeting as a continuous loop: Press **4**. Callers are not able to leave messages. Note that when you select this option, you can only change the greeting back to a normal greeting by recording a new greeting.

### 3.2.2 Listening to Your Greeting

If you want to check your greeting, use the following process.

#### To listen to your greeting:

1. [Log in](#)  to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **1** to hear your greeting. If no greeting has been recorded you will hear *"The message has not yet been recorded"*.

---

## 3.3 Transfer Options

Your system administrator can set up to 3 transfer numbers for your mailbox. When a caller to your mailbox presses **0**, **2** or **3**, the system transfers them to the matching number configured by your system administrator. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator to find out if they have set any transfer numbers for your mailbox. When this feature is set, remember to alter your [mailbox greeting](#) <sup>10</sup> in order to inform callers of the options they can use.

## 3.4 Record Your Name

You hear your name played as a confirmation when you log in to your mailbox. The system also uses it for other system announcements and functions. You can change your name recording at any time.

### To record your name:

1. [Log in](#) <sup>10</sup> to your mailbox.
2. Press **\*05** to select the option to record your name.
3. Press **1** to hear your current recording.
4. Press **2** to record your name. When prompted, speak your name. The maximum recorded length is 5 seconds.
5. Press **2** when you have finished recording your name.
6. Press **1** to listen to your new recording. Review the recording and select one of the following options:
  - To save the new recording: Press **3**.
  - To record your name again: Press **2**.

# Chapter 4.

## Voicemail Notification

---

## 4. Voicemail Notification

There are several ways that the system can alert you when you have a new message.

- **Message Waiting Lamp**  
Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp lights when your mailbox contains any new messages that you have not heard. In addition, many Avaya phones have a **MESSAGE** button which also lights when your mailbox contains new messages.
- [Outcalling](#) <sup>23</sup>  
Outcalling allows you to specify a number that the system calls when your mailbox contains any new messages. If you answer the call, the system prompts you to login to hear your messages.
- [Voicemail Email](#) <sup>23</sup>  
The voicemail system can send an email whenever your mailbox receives a new message. The email can be just a simple alert that you have a new message or it can also include an attached copy of the message.

## 4.1 Voicemail Email

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.

In addition to the functions described in this section, if you have an Avaya telephone that supports [Visual Voice](#)<sup>[12]</sup>, you can use Visual Voice to control your Voicemail Email settings.

- **Email Address/Enabling Voicemail Email Functions**

Before you can use the email options, your system administrator must enter your email address into the telephone system configuration. 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 they have configured your mailbox to use email.

This section covers the following actions:

- [Switching on email notification](#)<sup>[23]</sup>
- [Switching off email notification](#)<sup>[23]</sup>

### 4.1.1 Switching On Email Notification

When you switch on email notification, you can also select the type of notification required.

#### To switch on email notification:

1. [Log in](#)<sup>[10]</sup> to your mailbox.
2. Select the required type of email notification.
  - For an email alert: Press **\*02**. When you have a new voicemail message in your mailbox, you will receive an email advising you of this.
  - To have the message forwarded to your email: Press **\*01**. When you have a new voicemail message in your mailbox, the system forwards it to your email address as an attachment. The system deletes the original message from your mailbox.

### 4.1.2 Switching Off Email Notification

You can turn off email notification when it is not required. Doing this does not change your other email settings.

#### To switch off email notification:

1. [Log in](#)<sup>[10]</sup> to your mailbox.
2. Press **\*03**. You hear a confirmation message.

## 4.2 Outcalling

You can receive notification of a new voice message by using the outcalling feature. When you receive a new message, the voicemail system notifies you by calling a number that you have set. You can then retrieve the message from the number at which you received the notification. Systems running Release 7.0 or higher support this option.

Each outcalling alert rings for a duration you can set. The default is 15 seconds. The call ends if not answered. If answered, the system prompts you to enter your mailbox [password](#)<sup>[18]</sup>. When answer, the outcalling call automatically ends if:

- You press **\*#** to indicate that you do not want any more outcalling calls for the current new messages.
- You enter the wrong password 3 times.
- More than 5 minutes passes with no response.

Up to 3 outcalling calls are attempted, with a minimum of 15-minutes between calls, unless you answer and press **\*#** or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

This section covers the following actions:

- [Initial outcalling configuration](#)<sup>[24]</sup>
- [Setting your outcalling destination](#)<sup>[25]</sup>
- [Setting your outcalling timeout](#)<sup>[25]</sup>
- [Turning outcalling on](#)<sup>[25]</sup>
- [Turning outcalling off](#)<sup>[25]</sup>

- 
- [Answering outcalling calls](#) <sup>(25)</sup>

## 4.2.1 Initial Outcalling Configuration

The first time you access the outcalling menus, the system prompts you to set a destination number for outcalling alerts. Once set, you can then [change the number](#) <sup>(25)</sup>, [turn outcalling on](#) <sup>(25)</sup>, [turn outcalling off](#) <sup>(25)</sup> and [change the timeout](#) <sup>(25)</sup> used for how long outcalling calls ring.

### To configure outcalling:


1. Press **\*07**. An announcement tells you that you have not configured outcalling.
2. Press **1** to configure your outcalling options. You need to specify the destination telephone number where you want to receive your new voicemail notification.
3. When you have configured an outcalling destination number, you can turn outcalling on/off.



## 4.2.2 Setting Your Outcalling Destination

You can add or change the telephone number that outcalling uses.

### To set your outcalling destination number:


1. [Log in](#)  to your mailbox.
2. Press **\*07** to access your outcalling settings.
3. Press **1**.
4. Press **2** for number entry.
5. Press **1** and then enter the number that you want outcalling to call. Remember to include any external dialing prefix that you would normally dial to make the call.
  - A **\*** in the number is treated as a pause (1.5 seconds) in the dialing.
  - To enter a **#** into the number: Dial **\*#**.
  - You can also use internal numbers as your outcalling destination. The calls will follow any internal forwarding and will honor do not disturb. However, the outcalling attempt ends if the call goes to voicemail.
6. Press **#** to finish number entry.

## 4.2.3 Setting Your Outcalling Timeout

The timeout controls how long the outcalling call rings the destination number before hanging up if not answered. The default is 15 seconds with the maximum being 59 seconds.

If the destination specified is an internal number, outcalling does not go to voicemail if unanswered. However, if the destination is an external number with its own voicemail, the timeout must be set to less than the time before the external voicemail might answer. For example, if you have voicemail active for your mobile telephone, where any calls go to voicemail if not answered after 30 seconds, you must set the outcalling timeout to less than 30 seconds.


### To set your outcalling timeout:

1. [Log in](#)  to your mailbox.
2. Press **\*07** to access your outcalling settings.
3. Press **1**.
4. Press **3** for timeout entry.
5. Enter a number between 5 and 59 and then press **#**.

## 4.2.4 Turning Outcalling On

Once you have set an outcalling destination, you can choose to switch outcalling on.


### To turn outcalling on:

1. [Log in](#)  to your mailbox.
2. Press **\*07** to access your outcalling settings.
3. Press **9** to switch outcalling on.

## 4.2.5 Turning Outcalling Off

You can turn outcalling off. Doing this does not delete the outcalling number or timeout you have set.

### To turn outcalling off:

1. [Log in](#)  to your mailbox.
2. Press **\*07** to access your outcalling settings.
3. Press **6** to switch outcalling off.

## 4.2.6 Answering Outcalling Calls

When you have a new message, the system tries to call your outcalling destination number three times with a 15-minute interval between each call.

### To collect a message:

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter your extension number and press **#**.

- 
3. Log in to voicemail in the usual way and collect your new message.

**To cancel further message notification:**

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter **\*#**. The system cancels any further outcalling for that new message. You still receive outcalling alerts for any subsequent new message.

# Chapter 5.

## Document History

---

## 5. Document History

Date	Issue	Changes
15th January 2014	15a	<ul style="list-style-type: none"><li>• New source for Japanese rebranding.</li></ul>
22nd January 2015	15b	<ul style="list-style-type: none"><li>• Further source changes for Japanese rebranding.</li></ul>
20th May 2016	15c	<ul style="list-style-type: none"><li>• Correction to <a href="#">visual voice</a> details. Fast forward/rewind now done using right/left cursor keys on the phones.</li></ul>
20th February 2018	16a	<ul style="list-style-type: none"><li>• New authoring software and output formats.</li></ul>

# Index

## A

- Alerts
  - Email 23
  - Outcalling 23
- Answer
  - Outcalling 25

## B

- Breakout 20
- Button 12

## C

- Call sender 16
- Change
  - Greeting 19
  - Name 20
  - Password 18
- Collect 15
- Collecting messages
  - Outcalling 25
- Copy
  - to email 12

## D

- Delete 15
- Destination
  - Outcalling 25
- Disable
  - Email alerts 23
  - Outcalling 25
  - Ringback 11
  - Voicemail 11, 12

## E

- Email 23
  - Alert mode 12
  - Disable alerts 23
  - Enable alerts 23
  - Mode 12
- Enable
  - Email alerts 23
  - Outcalling 25
  - Ringback 11
  - Voicemail 11, 12

## F

- Fast forward 15
- Forward
  - to email 12
- Forward a message 16

## G

- Greeting
  - Listen to 19
  - Record 19

## L

- Leave a message 11
- Listen 15
- Listen to
  - Greeting 19
- Login 10

## M

- Mailbox
  - Full 11
  - Login 10
  - Name 20
  - Password 10, 18

- Mailbox Controls 11

## Mark

- as new 15
- as saved 15

## Message

- Button 12
- Call sender 16
- Collect 15
- Delete 15
- Fast forward 15
- Forward 16
- Leave 11
- Listen 15
- New 15
- Play 15
- Repeat 15
- Rewind 15
- Save 15
- Skip 15

## N

- Name 20
- New 15

## O

- Outcalling 23
  - Answer 25
  - Destination 25
  - Disable 25
  - Enable 25
  - Timeout 25

## P

- Password 10, 18
- Play 15

## R

- Reception 20
- Record
  - Greeting 19
  - Name 20
- Repeat 15
- Reply to sender 16
- Rewind 15
- Ringback 11

## S

- Save 15
- Set
  - Password 18
- Skip 15
  - Your Mailbox Greeting 11

## T

- Timeout 25
- Transfer 20

## V

- Visual voice 12
- Voicemail
  - On/Off 11
- Voicemail email 12, 23
- Voicemail Ringback
  - On/Off 11





