IP Office Essential Edition

Embedded Voicemail User Guide
(Intuity Mode)

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Chapter 1.
Embedded Voicemail

1. Embedded Voicemail

This user guide is for embedded voicemail provided by an IP Office Essential Edition system. The system can be configured to support either Intuity emulation mailbox operation or IP Office mode mailbox operation.

This guide is for Intuity emulation mode. Your system administrator will confirm which mode your system is using.

1.1 Logging In

By default you can access your mailbox from your extension without needing to use your password as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox password is required. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

Logging In to Your Mailbox for the First Time

The first time you call your mailbox you are prompted to record your name and change the mailbox password. The name that you record is used in various system announcements and in the voicemail system directory search.

1. At your own extension, dial **777**.

2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press #.

3. If a password has not been set yet, press **#**. You are asked to enter a new password.

   - If a password has been set, enter your password and press #.

4. Enter a new password and press **#**. Your password must be a minimum of 4 digits in length and cannot be the same as your extension number or a set of repeated digits or consecutive numbers.

5. Re-enter the new password and press **#**.

6. You can change the password again at a later date.

7. Record your name when you are prompted. You can record your name again at a later date.

8. Press **1** and at the tone, speak your name.

9. Press **1** again. Your recording is played back.

10. Either press **#** to accept the recording or **1** to record again.

11. After you log in, the voice prompts tell you what to do. A summary of many of the controls is given in Default Mailbox Controls.

Logging in After the First Time

If you have already logged in once and recorded your name and set a password, you need only enter your mailbox number and the password. If your extension is set as a trusted source, you can access your mailbox without entering a password.

1. At your own extension, dial **777**.

2. Enter your voicemail password and press #. After you log in, the voice prompts tell you what to do.

   - Press ***4** for help at any time.

   - Press ***7** to return to the activity menu.

   - Press ****9** to exit the system.

Re-login to a different extension

Some users have access to multiple mailboxes. For example, in a call centre or a hunt group, supervisors need to check multiple mailboxes. You can use the re-login feature to access mailboxes sequentially, without the need to disconnect after checking each mailbox.

1. Dial ***17** or use an alternative method that is supported by your telephone or Phone Manager software.

2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#.**

3. Enter your voicemail password and press **#**.

4. Press ****7** to re-login

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have logged into 7 a mailbox.

General

- Help = *4
  Activity = *7
  - Record messages = 1
  - Get messages = 2
  - Greetings = 3
  - Help = 4
  - Personal options = 5
  - Outcalling = 6
  - Re-login = **7
- Exit = **9

1. Record messages

- Record message = 1
  - Start/stop recording = 1
  - Rewind = 2
  - Replay = 5
  - Advance = 6
  - Playback = 23
  - Delete = *3
  - Approve = #
    - Enter address and press #
    - Cancel address = *3
    - Finish addressing = #

2 Get messages

- Listen to message = 0
- Reply/Forward = 1
- Restart = 2
- Skip to previous = *2
- Pause/resume = 3
- Replay header = 23
- Back/restart = *5
- Advance to end = 6
- Save and skip message = **4
- Save and play next = #
- Delete = *3
- Save = **7

3 Greetings

- Listen to greeting = 0
- Create, change, or delete greeting = 1
- Activate = 3

5 Personal options

- Password = 4
- Record name = 5

6 Outcalling

- Configure outcalling = 1
- Change times = 2
- Change number = 3
- Turn outcalling off = 6
- Turn outcalling on = 9

**7 Re-login

- Re-login = **7

IMPORTANT

After you listen to new message, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **7**.

1.3 Caller Options

Callers to your mailbox can perform the following actions when leaving a message in your mailbox.

- **Skip Your Mailbox Greeting**

  Callers can skip past the greeting message and go straight to the tone that indicates when to leave a message.

  To skip a mailbox greeting:

  1. Call the extension number.
  2. As soon your call is answered, press **1** to skip the greeting. You then hear the tone after which you can record your message.

- **Options after leaving a message**

  1. Call the extension number.
  2. Leave a message.
  3. Instead of hanging up, press **#**.
  4. Press ***7** to login to a mailbox or ****9** to disconnect.

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

1.4 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 all phones.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. Alternatively your system maintainer can set the **MESSAGES** button on your phone to act as a Visual Voice button.

- On phones that have a display but do not support visual voice operation, 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	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:
	
	• **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 messaged as a saved message.
	
	• **Copy:** Copy the message to another mailbox. When pressed as number of additional options are displayed.
	   • **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 unpause.

Main(0)	Hunt group names are displayed if 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.
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. • **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	This option is only shown if you have been configured with an email address for voicemail email usage in the telephone system 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: • **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.
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.

Chapter 2.
Listening to Messages

2. Listening to Messages

After you have successfully logged in to your mailbox, you hear an announcement to tell you the number of new messages that you have.

When you retrieve your messages, each message starts with a header, which contains details about who the message is from (if known) and when it was left.

Messages are grouped into the following categories:

1. New - The new message. After you have listened to a new message, it becomes an old message.

2. Saved - A message that has been explicitly saved by the user.

3. Old - After you have listened to a new message it becomes an old message. Unless you delete them sooner, messages that you have listened to are automatically deleted after 24 hours.

New messages are presented first, saved messages are played next, followed by old messages.

2.1 Listening to Messages

When you receive messages you can skip the header and listen to the message. While listening to your messages you can listen to all or just part of the message again.

1. Log in to <u>your mailbox</u> 7ꟷ.

   • If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

   The number of new messages is announced.

2. Press **2** to receive your messages. The header of the first message is played.

   • You can press **0** to skip the message header and listen to the message

3. As you listen to your messages you can use the following controls to listen to all or part of the message again.

   • Press **2** to restart message.

   • Press **23** to replay header.

   • Press **3** to pause / resume.

   • Press **5** to rewind 5 seconds.

   • Press ***5** to restart.

   • Press **6** to advance 5 seconds.

   • Press **7** to save a new or old message

4. When you have listened to the message you have the following options:

   • Press **1** to reply to or forward the message.

   • Press ***3** to delete the message and continue to the next message.

   • Press **#** to skip the message and play the next message.

   The following controls are also available.

   • Press ***#** to skip to the next message.

   • Press ****4** to leave the message in current category and skip to next category.

   • Press ***2** to go back to previous message.

   • Press ****9** to hang up and end voicemail.

2.2 Marking a Message as Saved

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

1. While listening to a new or old message, press ****7** to save it.

2.2.1 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.

1. While you listen to the message, press **1**.

2. To attempt the call, press **0**. You are logged out of your mailbox.

2.3 Listening to Saved Messages

1. Log in to your mailbox⌐7⌐.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **2** to listen to your saved messages. You do not need to re-save the message after listening to it.

2.4 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. You can specify whether your recorded comments are played before or after the forwarded message.

1. While you listen to a message, press **1**.

2. Press **2** to forward the message with a comment.

3. Record your comment and press **#** to finish recording. You are prompted for the forwarding addresses.

4. Enter a mailbox number (or dial the required name) and then press **#**.

   - Repeat until you have entered all the mailboxes to forward the message to.

   - To delete the last number that you entered, press ***3**.

5. Press **#** to finish addressing.

2.5 Replying to a Message

When you receive a voice message from an internal caller, you can send a reply message to the sender. You can choose to reply with or without the original message attached. To reply to a message:

1. While you listen to the message, press **1**.

2. To reply to the message with voicemail press 1 again.

3. Select the type of reply:

   - Press **6** to reply without the original message attached.

   - Press **9** to reply with the original message attached.

4. After the tone, record your reply (see section Recording a Message).

When you have finished, your reply message is scheduled for delivery and you are returned to the message collection option.

2.6 Sending a New Message

When you are listening to a message, you can record a new message and send it to another mailbox or mailboxes.

1. While you listen to your message, press **1**.

2. Press **4**. You are prompted to record your new message. Record your comment and press # to finish recording.

3. After the tone, record your message (see Recording a Message).

2.7 Recording a Message

You can record a message and send it to another mailbox or several mailboxes at the same time. Recordings must be at least 3 seconds long.

1. After the tone, record your message.

2. Press # to end the recording.

   - Press **1** to stop recording; press **1** again to begin re-recording the message.

   - Press **2** to rewind the recording.

   - Press **23** to play back the recording.

   - Press ***3** to delete the recording.

   - Press **#** to approve the recording.

3. Once you approve the message, if you are forwarding a message or sending a new message, then you are prompted to enter the address or addresses to which to send the message.

   - Enter a mailbox number and then press **#**. Repeat until you have entered all of the mailboxes to which you want to send the message.

   - To delete the last number that you entered, press ***3**.

   - Press # again to finish addressing.

Chapter 3.
Changing Your Settings

3. Changing Your Settings
3.1 Changing Your Password

If you set a password to restrict access to your mailbox you can change it whenever you like. For security reasons it is advisable to change your password from time to time.

Your system administrator is able to change or enter a voicemail password for you using IP Office Manager. The password that the administrator enters can ignore the password rules. For example, the system administrator can set a password as a set of repeated or consecutive digits, the same number as your extension number or be less than four digits. If the password is set ignoring the rules, the first time you log in using the password you will be forced to enter a new password.

To change your password:
1. Log in to your mailbox.

2. Press **5** to access your personal options.

3. Press **4** to change your password.

4. Enter the new password and press **#**.

    - Your password must be at least four digits. The system allows passwords of up to 15 digits.

    - Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.

5. Re-enter the new password and press **#**. You hear a message to confirm that your password has been changed.

3.2 Personal Greetings

By default, callers who are directed to your mailbox hear the system greeting "Your call has been answered by Avaya IP Office." You can replace the system greeting with your own personal greeting.

You can delete a greeting message any time. If you delete a greeting, the system greeting is played.

3.2.1 Recording a greeting
You can record a greeting that will be heard by callers when they are directed 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. Your system administrator will be able to tell you if the system defaults have been changed.
- If you record a greeting, you do not need to assign the greeting until you need it. This is useful if, for example, you record a greeting message for the times when you are on vacation or away on business.

To record or re-record a personal greeting:
1. Log in to your mailbox.

2. Press **3** to select personal greetings.

3. Press **1** to create, change, or delete a greeting.

4. Start speaking your greeting at the tone.

5. When you have finished press **1** to edit your greeting.

6. Press **2 3** to playback the greeting that you have just recorded.

7. Press **#** to confirm the recording. The number of the greeting that has just been recorded is announced. If you want to add to the recording, press 1. Start speaking the extra words, press 1 when finished.

8. Press **#** to save the recording and not make active.

3.2.2 Activating a Greeting
When you have recorded greetings, you can select the greeting and then assign the call type. When you assign a personal greeting for more than one call type, the greeting used for any call is decided using an order of priority.

To activate a personal greeting:
1. Log in to your mailbox.

2. Press **3** for personal greetings.

3. Press **3** for Activate Greeting. You hear a message to confirm the call types that are currently identified.

4. Press **#** when you have finished to return to the greetings menu.

3.2.3 Deactivating a Greeting

When a greeting has been assigned to a call type, you can deactivate the greeting at any time.

To deactivate a greeting:

1. Log in to your mailbox.

2. Press **3** for personal greetings. If you have selected any call types, you hear an announcement that lists the call types and the greeting assigned to that call type. For example you would hear *For internal calls greeting 1 active*.

3. Press **0** to listen to a greeting.

4. Press ***8** to deactivate the greeting. The greeting is not deleted but is no longer associated with the call type.

3.2.4 Listening to Your Greeting

At any time you can check and modify each of your existing personal greeting messages.

1. Log in to your mailbox 7.

   • If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **3** for personal greetings.

3. Press **0** to listen to a greeting. If no greeting has been recorded, you will hear *"Greeting not recorded."*

4. Press **#** to return to the main greetings menu.

3.2.5 Changing Your Greeting

You can re-record or change personal greetings as required.

1. Log in to your mailbox 7.

   • If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **3** to select personal greetings.

3. Press **1** to create, change or delete a greeting.

4. Start speaking your greeting at the tone.

5. When you have finished press **1** to edit your greeting.

6. Press **2 3** to playback the greeting that you have just recorded.

7. Press **#** to confirm the recording. The number of the greeting that has just been recorded is announced.

   • If you want to add to the recording, press **1**. Start speaking the extra words, press **1** when finished.

7. Press **#** to save the recording. The recording is saved but not active.

3.2.6 Deleting a Greeting

You can delete a greeting message any time. However, if you delete a greeting, the system greeting is played.

To delete a greeting message:

1. Log in to your mailbox.

2. Press **3** to select personal greetings.

3. Press **1** to create, change or delete a greeting.

4. Press ***3**. The selected greeting message is deleted.

When you are scanning your greetings you can also delete any unwanted greetings by pressing ***3** when prompted. For more information, see Scanning Greetings.

3.3 Transfer Options

Your system administrator can set up to 3 transfer numbers for your mailbox. Callers leaving messages in your mailbox can then press ***0**, ***2** or ***3** to be transferred to the specified numbers. Typically this feature is used to transfer callers to the receptionist or one of your colleagues.

If you have the IP Office Phone Manager application, you can configure the destination numbers yourself through the Phone Manager preferences (**View | Preferences | Voicemail | Voicemail Transfer Options**).

Contact your system administrator to find out if any transfer number have been set for your mailbox. When this feature is set, remember to alter your mailbox greeting [20] in order to inform callers of the option.

3.4 Record Your Name

Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements. You can re-record your name at any time.

To Record Your Name

1. Log in to your mailbox 7 .

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **5** to for personal options.

3. Press **5**. If you have already recorded your name, you hear it played back to you. You also hear an explanation of when your name is used.

4. After the tone, speak your name and then press **1** to stop recording. The maximum length that can be recorded is 12 seconds. When you have finished recording your name, the system plays back the recording.

5. Review the recording and select one of the following options:

   - Press **1** to record your name again.

   - Press **#** to accept the recording.

6. Hang up or choose another option.

Chapter 4.
Voicemail Notification

4. Voicemail Notification

There are a number of ways in which you can be altered to the fact that you have a new message in your mailbox.

- **Message Waiting Lamp**
  Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp is lit when your mailbox contains any new messages which you have not heard. In addition many Avaya phones have a MESSAGE button which is also lit when your mailbox contains any new messages.

  - Your system administrator also configure your new message indicators to be lit when a hunt group mailbox contains new messages.

- **Ringback**
  If you enable ringback, whenever you use your phone, immediately after completing the call the system will automatically call you if your mailbox contains any new messages. This is useful if you have a telephone that does not have a message waiting lamp or button. To switch ringback on dial *48. To switch ringback off dial *49.

- **Outcalling** 26
  Outcalling allows you to specify a number that the voicemail system will call when your mailbox contains any new messages. If you answer the call you will be prompted to login to you mailbox to hear your messages.

4.1 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. This option is only supported on systems running Release 7.0 or higher.

Each outcalling call alert will ring for a duration that you can set, the default is 15 seconds. If the call is not answered, it will end the call. If the outcalling call is answered, you will be prompted to enter your mailbox password. If you don't have a password set, it will ask for your extension number instead. The outcalling call is ended 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 4 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.

4.1.1 Configure Outcalling

At the mailbox main menu, press **6** to select the outcalling menu. When you enter the outcalling menu you hear details of the current settings. The announcement contains the following information if available:

- The message type for which you will receive outcalling notification. (all messages).

- Outcalling time profile giving the start and end times.

- Outcalling status (either on or off).
  To get help on outcalling, press ***4** at any time when you are in the outcalling menu.

To configure outcalling:

1. Press **6** to change outcalling information. An announcement tells you that your outcalling is not configured.

2. Press **1** to configure your outcalling options. You need to specify the destination telephone numbers where you want to receive your new voicemail notification.

3. When the outcalling destination numbers are configured you can turn outcalling on/off.

You can change your outcalling settings at any time. You can:

- Change the destination telephone number.

- Change the time out.

- Listen to settings.

- Turn on or off.

## 4.1.2 Set Your Outcalling Destination

You can add or change the destinations and telephone numbers that outcalling uses. For each destination number you can set the time out length. This is the length of time (in seconds) that the destination telephone rings when notification of a new voicemail message is received. The default time is 15 seconds with the maximum time period being 59 seconds.

1. Log in to your mailbox⌐7⌐.
    - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.
2. Press **6** to change outcalling information. An announcement tells you that your outcalling is not configured.
3. Press **1** to configure your outcalling options. A list of outcalling destinations is played.
4. Press **2** to change or enter the destination number.
5. Press **1** enter the new destination number then press **#**. The telephone number entered is played back.
    - If you need to re-enter the destination number, press **1**.
6. Press **#** to accept and enable the new destination.
    - You can change the time out setting by pressing **2**.
    - Enter the new value in seconds and press **#**. The new settings are played.
    - Press **#** to accept and enable the new configuration.
7. Press ***7** to return to the activity menu.

4.1.3 Set Your Outcalling Timeout

You can set the time out length for the destination number. This is the length of time (in seconds) that the destination telephone rings when notification of a new voicemail message is received. The default time is 15 seconds with the maximum time period being 59 seconds.

If the destination specified is an internal number, outcalling will not go to voicemail if it is not answered. However, if automatic call answering is active for an external number, the time out setting needs to be configured to less than the setting before the call is automatically answered. For example, if you have voicemail active for your mobile telephone where any calls go to voicemail if not answered after 30 seconds, the timeout setting for outcalling to your mobile number needs to be set to less than 30 seconds.

1. Log in to your mailbox⌐7⌐.
    - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.
2. Press **6** for change outcalling information.
3. Press **1** to change the length of the timeout.
4. Enter the time out length between 5 and 59 seconds.
5. Press **#** to confirm the time out length.
6. Press **#** to return to the outcalling menu.

4.1.4 Turning Outcalling On

1. Log in to <u>your mailbox</u> 7.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **6** to access your outcalling settings.
3. Press **9** to switch outcalling on.

4.1.5 Turning Outcalling Off

1. Log in to <u>your mailbox</u> 7.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your password and press #.

2. Press **6** to access your outcalling settings.

3. Press **6** to switch outcalling off.

4.1.6 Answering Outcalling Calls

When you are notified of a new voice message you hear the announcement *"Welcome to Avaya IP Office."*

The system will try to call a destination number three times, with a 15 minute interval between each attempt.

When you are notified of a new message you can listen to the message. Once you log in to your voicemail the outcalling request for the new message is cancelled. If you do not want to listen to the message after receiving the outcalling telephone call, you can cancel the outcalling request. If you do not cancel the outcalling request you will receive the notification again.

To collect a message:
1. Answer telephone call.
2. When you hear outcalling announcement enter your extension number and press **#**. The Welcome to IP Office announcement is played.
3. Log in to voicemail in the usual way and collect your new message.

To cancel a notification:
1. Answer telephone call.
2. When you hear the outcalling announcement, enter ***#**. The outcalling request is cancelled for the current new voice message. You will receive an outcalling call for any subsequent voice messages.

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