IP Office Release 7.0

IP Office Embedded Voicemail User Guide

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Chapter 1.

Accessing your Mailbox and Messages

1. Accessing your Mailbox and Messages

By default you can access your mailbox from your extension without needing to use your access code 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 access code is required. For example, entry of your access code is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

To log in to your mailbox:

1. Dial *17 from your own extension. By default you can access your own mailbox from your own phone without needing to use your access code 16. Enter your access code if requested.

2.

3. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. The following is a summary of the options that are available when you have logged into your mailbox.

Mailbox
• Play old messages = 1
• Play saved messages = 2
• Fast forward = #
• Rewind = *
• Repeat last message = 7
• Skip current message = 9
• Delete current message = 4
• Save current message = 5
• Call back sender = **
• Forward message = 6
•
• Edit greeting = 3
• Record Name = *05
• Change mailbox code = *04
• Direct all to email = *01
• Send email notification = *02
• Turn email off = *03
• Outcalling options = *07
• Help = *4

3, Edit Greeting
• Listen to greeting = 1
• Record new greeting = 2
• Save new greeting =3
• Save new greeting as a loop = 4
• Return to mailbox = 8

6. Forwarding
• Forward to email = 1
• Forward to extensions =2
• Forward with header message = 3
[Follow each extension number with # and then a final # to finish.]

*07. Outcalling
• Listen to settings = 0
• Configure outcalling = 1
• Turn outcalling off = 6
• Turn outcalling on = 9
• Return to mailbox = 8

IMPORTANT

Once a new message has been listened to, 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 5 whilst listening to the message.

1.1 Caller Options

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

- Skip Your Mailbox Greeting
  Caller's can skip your mailbox greeting by pressing 1. Instead they immediately hear the tone for the start of recording.

- Transfer to another number 17
  Depending on your users settings the caller may be able to select to be transferred to another extension rather than leaving a message.

1.2 Default Mailbox Controls

You can use the following IP Office dialing short codes to control your mailbox. These are default system features which can be changed or altered by your system administrator.

For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to the buttons.

- Turn Voicemail On: *18
  Causes calls to go to voicemail when you are busy or do not answer. If the extension to which you forward your calls does not answer calls will also go to voicemail.

- Turn Voicemail Off: *19
  Switches the above feature off.

- Voicemail Ringback On: *48
  If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.

- Voicemail Ringback Off: *49
  Switches the above feature off.

1.3 Listening to Your Messages

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours.

→ **4** Delete message
→ **5** Save message
→ **6** Forward message [11]
→ **7** Repeat last message
→ **9** Skip message
→ **＊** Rewind 5 seconds
→ **#** Advance 5 seconds
→ **＊＊** Return call [11]

To Listen to Old Messages

1. Login [7] to your mailbox.

2. Press 1 to listen to your old messages.

To Mark 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. Press 5 when listening to a new or old message.

To Listen to Saved Messages

1. Login [7] to your mailbox.

2. Press 2 to listen to your saved messages.

1.4 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. If you forward a message you can add a comment to the start of the message.

To Forward a Message

1. When you are listening to a message, press 6.

   - To forward the message as it is, press 2.

   - To add your own message header before forwarding, press 3. You will be prompted to record your comment 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.

1.5 Replying to Messages

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. A call can only be placed if the CLI was available when the message was left.

To Reply to a Message

1. While you listen to a message, press **. If a CLI was received when the message was left, a call will be placed on that CLI.

1.6 Voicemail Email

For IP Office 4.2+ (excluding Small Office Edition), Embedded Voicemail supports Voicemail Email functions. 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.

- **Email Address/Enabling Voicemail Email Functions**
  Before you can use the email options, your system administrator must enter your email address into the IP Office 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 your voicemail system has been configured to use email.

→ **[*][0][1]** Forward all messages to email
→ **[*][0][2]** Send email alerts
→ **[*][0][3]** Turn email off

To Switch On Email Notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. Log in to your mailbox 7 .

2. Select the required type of email notification.

   - For a email alert press *02.

   - To have the message forwarded to your email, press *01.

To Forward a Message to Email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press 6.

2. Press 1. The message is forwarded to your email address.

To Switch Off Email Notification

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

1. Log into your mailbox 7 .

2. Press *03. You hear a confirmation message to tell you that the option is now turned off.

1.7 Outcalling

You can have the voicemail system call a number that you have set whenever you receive a new message. This option is only supported on systems running IP Office Release 7.0 or higher. Embedded voicemail outcalling only supports a single destination number with no escalation and no time profiles.

$\boxed{*}\boxed{0}\boxed{7}$ Outcalling → $\boxed{0}$ Listen to settings

→ $\boxed{1}$ Set destination number and timeout

→ $\boxed{6}$ Switch outcalling off

→ $\boxed{9}$ Switch outcalling on

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 access code 16 . If you don't have an access code 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 access code 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.

To Set Your Outcalling Destination
1. Log in to your mailbox 7 .

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 which 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 is ended if the call goes to voicemail.

6. Press # to finish number entry.

To Set Your Outcalling Timeout
The timeout control how long the outcalling call will ring the destination number before hanging up if not answered. The default is 15 seconds.

1. Log in to your mailbox 7 .

2. Press *07 to access your outcalling settings.

3. Press 1.

7. Press 3 for timeout entry.

8. Enter a number between 5 and 59 and then press #.

Turning Outcalling On
1. Log in to your mailbox 7 .

2. Press *07 to access your outcalling settings.

3. Press 9 to switch outcalling on.

Turning Outcalling Off
1. Log in to your mailbox 7 .

2. Press *07 to access your outcalling settings.

3. Press 6 to switch outcalling off.

Chapter 2.
Changing Your Settings

2. Changing Your Settings
2.1 Changing the Mailbox Access Code

By default you can access your mailbox from your extension without needing to use your access code 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 access code is required. For example, entry of your access code is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

Setting and changing a mailbox access code can be done by your system administrator. You can also do it yourself through the mailbox.

[0] Change access code → *<Enter current code>* [#] *<Enter new code>* [#] *<Confirm new code>* [#]

When changing your access code:

- Enter least four digits and up to 15. If you enter less than four numbers you will be prompted to enter a longer code.

- Do not set an obvious code, for example:

    - Do not match your extension number.

    - Do not use a sequence of digits, for example 1234.

    - Do not use the same repeated digit, for example 1111.

To Change Your Access Code

1. Log in to your mailbox.

    - If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.

2. Press *O4 to change your access code.

3. Enter your current access code and press #. If you have no current access code just press #.

4. Enter your new access code followed by #.

5. Re-enter your new access code followed by #. The access code will now be changed.

    - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

To Remove an Existing Access Code

1. Log in to your mailbox.

2. Press *O4 to change your access code.

3. Enter your current access code and press #.

4. When you are asked to enter your new access code, press #.

5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

2.2 Changing Your Greeting

You can override the system greeting with a personal greeting. This is the greeting heard by callers when they are directed to your voicemail. At any time you can listen to your greeting and re-record it.

3 Edit greeting → 1 Hear greeting

→ 2 Change greeting → *<tone><speak>* 2

→ 3 Save greeting

→ 4 Save greeting as a loop

To Listen to Your Greeting

1. Log in to your mailbox 7 .

2. Press 3 to select the option to edit your greeting.

3. Press 1 to hear your greeting. If no greeting has been recorded your will hear "The message has not yet been recorded". You need to record a message.

To Record or Change Your Greeting

1. Log in to your mailbox 7 .

2. Press 3 to select the option to edit your greeting.

3. Press 2 to change your greeting.

4. When you are 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 you can:

   - Press 3 to save the new greeting. Your new greeting will be used.

   - Press 2 to re-record the new greeting.

   - Press 4 to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting, callers will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

2.3 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 17 in order to inform callers of the option.

2.4 Record Your Name

You can record your name if required. Your name recording is then used for the Dial by Name feature supported by Embedded Voicemail auto attendants that let callers enter the name of the user they require.

[*][0][5] Record name →[1] Hear name
  →[2] Change name → *<tone><speak>* [2]
  →[3] Save name

To Record Your Greeting

1. Log in to your mailbox 7 .

2. Press *05 to select the option to record your name.

3. Press 1 to hear your current name recording.

4. Press 2 to record your name. .

5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.

6. Press 2 when you have finished recording your name.

7. Press 1 to listen to your new name recording. After you have listened you can:

- Press 3 to save the new recording.

- Press 2 to record the new name again.

Chapter 3.
Visual Voice

3. 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. 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.

- 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 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.
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 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: • 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.

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