



IP Office

Mailbox Users Guide

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IP Office Mailbox User

Introduction

This manual covers the mailbox controls available to IP Office Voicemail Lite users. The same controls are also available to IP Office Voicemail Pro users if that system is running IP Office telephony mode, contact your System Administrator for details.

Accessing Your Mailbox

To access your mailbox from your own extension, dial ***17**.

Until you have set an access code for your mailbox you can only access it from your own extension. By default your mailbox starts with no access code.

Once you set an access code (by dialling ***04** when in your mailbox), you can access your mailbox from other locations. To do that call your extension and when you hear your voicemail greeting press **8**. You will be asked for your access code and once that is entered you can check your message.

Your System Administrator can setup other methods for you to access your mailbox from other locations (including external locations). Contact your System Administrator for details.

If you regularly access your mailbox from a location other than your own extension, you can ask your System Administrator to set that location as a 'trusted location'. When accessing your mailbox from a trusted location you will not be asked for your access code.

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

Once in your mailbox you will hear the number of new messages you have (if any). The system then plays back all new messages. You can press **8** for Help on what controls you can use.

Once new messages have been listened to, they are then considered old messages and will automatically be deleted 36 hours after they were first played.

- If a message is left and that message is retrieved on the same day then only the time will be given.
- If a message is retrieved the day after it was left then the date is referred to as 'yesterday', then followed by the time.
- Any messages older than two days will be given the appropriate date.

General Operation

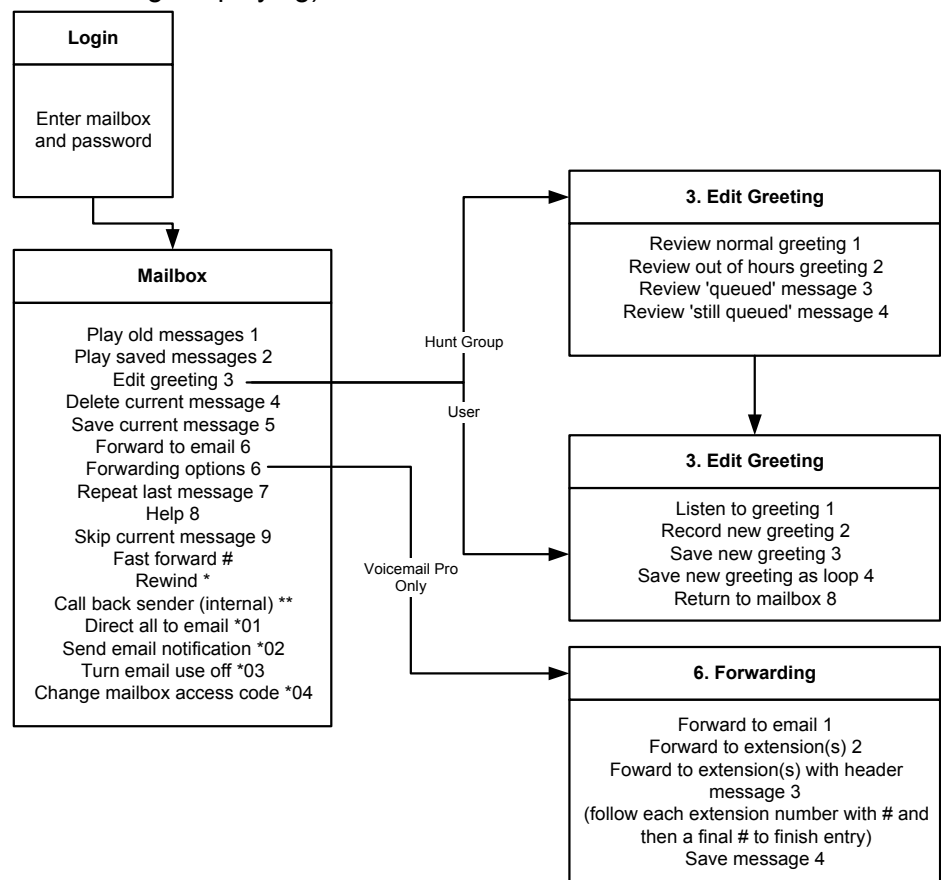
You can use the following default short codes from your own extension.

- **Access your mailbox from your own extension:** *17
- **Turn voicemail on/off:** *18 / *19
- **Turn voicemail ringback on/off:** *48 / *49

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

Once in your mailbox, whether from your own extension or remotely, you can use the controls below.

- **Note:** Messages are automatically deleted 36 hours after being played unless you select to save the message (press **5** whilst the message is playing).



- Whilst playing message the user can also press and hold **0** to pause the message. If they have a voicemail reception number set, pressing **0** will call that number.
- Email options require setup by your System Administrator.
- Voicemail Pro operation may be customised for some individual users and groups to provide different options.

Voicemail Help Menu

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

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

Additional features (not announced)

- **#** - Forward message.
- ***** - Rewind message.
- **0** - Pause message (whilst 0 is held down) or call voicemail reception.

Changing Your Greeting Message

You can record a personalised greeting message by pressing **3** whilst in your mailbox.

The following options are given:

- **1 - Hear your greeting message**
This option also allows you to hear the message you have just recorded so that you can then decide to rerecord it or save it.
- **2 - Change your greeting message**
You will be asked to speak after the tone and then press **2** at the end of the message. The system will see the **2** as the end of message and return to the menu, where you can press **1** to hear the new message and then press **3** to make the recording active. If you do not wish to use the recording you can rerecord it or just hang up and the previous greeting will still be in use.
- **3 - Save your greeting message**
If you hang up before pressing **3** the previous greeting will be used.
- **4 - Save your message 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, but may still press '**0**' to go to "reception" (see "Voicemail Reception" on page 7).

Forwarding Options

After listening to a message you can press **6** and use the following options:

- **1 - Forward message to email**
To be able to use this facility you System Administrator must enter an email address for you. The message "Email not enabled on this mailbox" is heard if Voicemail Email has not been configured.
- **2 - Forward message to other extensions**
You will be prompted to supply the list of extensions. Separate each extension with a **#** and finish with another **#**. For example:
 - To forward to extensions 201, 202 and 203 key in: 201#202#203##
 - To forward to extension 201 only, key in: 201##
- **3 - Prepend a header message**
This option allows you to forward the message with you own message added at the start. You will be prompted to record your message and then press any key to finish recording. Then key in the list of extensions using a **#** to separate each extension and finish the list with another **#**. See the examples above.
- **4 - Send message into your saved messages list**
This is the same as pressing '**5**' from the main menu and will save the message until deleted.
- **# - Cancel this forwarding**

Vicemail Reception

After a caller has been routed to Voicemail, you may wish to give the caller the option to be transferred to another extension, for example; Reception, an assistant or to an external number such as your mobile.

To do this your System Administrator must setup a Voicemail Reception number for you. Then you should record a new greeting message informing callers that if they press **0** they will be transferred.

Edit Hunt Group Greeting Messages

The System Administrator may setup a method for you to access the mailbox of a hunt group. You can edit the greeting messages for the hunt group by pressing 3 after entering the mailbox. They will then be given the following options:

1. Standard greeting
2. Out of Hours greeting
3. You are in a queue greeting
4. You are still in a queue greeting

The standard greeting is used when the hunt group is In Service but none of the available extensions can answer a call (busy or no answer). The Out of Hours greeting message is used when the hunt group is in Night Service, Out of Service or out of hours specified by a Time Profile and fallback groups are not being used. The remaining two greeting messages are used when a caller is held in a queue.

All of the above options are then followed by the following menu:

1. Hear your greeting message
2. Change your greeting message
3. Save your greeting message
4. Save your greeting message for playing on a continuous loop

After pressing 2 to change the message, you will be prompted to press 2 again when you have finished recording. You will then be returned back to the menu to enable you to hear the new message, rerecord or save the message.

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