



## Day-to-Day Voicemail Steps

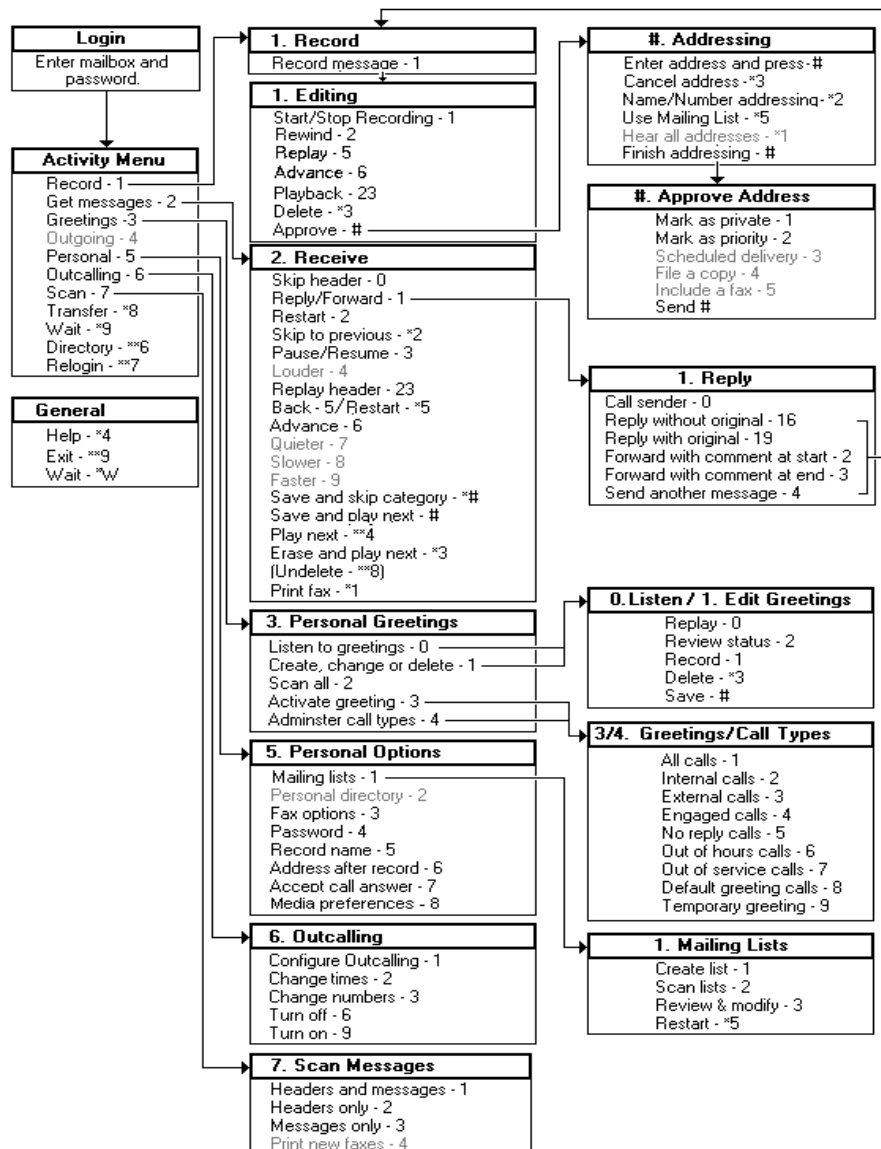
You will have two ways to access your voicemail from within the office. The first is through the feature called **"Visual Voice"**, which allows you to administer yours, and any "group" mailboxes, using menus on your phone's display screen, and the soft/feature keys around it. To use Visual Voice, you will press the built-in  **Message** button.

The second is the more-familiar "spoken" menu where the system audibly directs you what to press to do a function within a mailbox. To use this method of mailbox administration, dial **\*17**.

Typically, anytime you have new messages, in your own personal mailbox or in a "group" mailbox, if you are set to receive such notifications, the lamp of the  **Message** key, as well as the indicator on the phone's upper right-hand corner, will light up.

## Using the Audio-Guided Mailbox Administration

Here is a summary of the menu options available within the audio-guided menu. The options that are shaded in gray are not supported by IP Office Intuity emulation.




On the proceeding page, day to day steps to access and manage your voicemail through the audio-guided menu will be outlined.

To learn more about your voicemail's capabilities, refer to the complete Avaya IP Office / Intuity Voicemail Pro User Guide. Contact your system administrator for a copy, available in PDF format.

# Day-to-Day Voicemail Steps

## Accessing Voicemail from an Office Phone:

1. Press the programmed  **Voicemail** button, or dial **\*17**. You will be greeted by a voice welcoming you to IP Office messages.
2. If prompted, enter extension of the mailbox you wish to access, then **#** (just press **#** if you are at your phone, and wish to access your personal voicemail).
3. If prompted, enter password, then **#**.
4. You will be notified of the number of new messages. Choose from the presented options within the mailbox's main menu.

## Accessing Voicemail Remotely

From outside the office, call the main number, and press **#** when you hear the main menu.

You are welcomed to IP Office. Follow the login steps outlined above.

## Changing Your Password

1. From the mailbox main menu, press **5** for personal options (option not advertised).
2. Press **4** to change your password.
3. Enter the new password and press **#**.
  - We recommend a password of at least four digits. The system allows passwords of up to 15 digits. They cannot be the mailbox extension number, and cannot consist of consecutive (i.e. "1234") or repeated (i.e. "5555") numbers.
4. Re-enter the new password and press **#**. You hear a message to confirm that your password has been changed.

## Listening to New Messages

1. Log in the steps outlined previously. You will be told of the number of new messages upon entry to mailbox.
2. From your mailbox main menu, press **2** to retrieve your new messages, then **0** to Listen.
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 **2 3** to replay header.
  - Press **3** to pause / resume.
  - Press **5** to rewind 5 seconds.
  - Press **\* 5** to restart.
  - Press **6** to advance 5 seconds.
4. When you have listened to the message:
  - Press **1** to reply to or forward the message.
  - Press **\*3** to delete, then continue to the next message.
  - Press **#** to skip, then play the next message.

## Forwarding A Message

1. After (or 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 and then press **#**.
  - If you are sending to a group of extensions, repeat this step 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.
6. Press **#** to forward the message.

## Create/Change Personal Greetings

1. From the mail box main menu, press **3** for personal greetings. If you have pre-selected any call types, you hear an announcement that lists the call types, and the greeting numbers assigned to them (you can have a library of up to **9** personal greetings). For example you would hear "For all calls, greeting 1 active".
3. Press **1** to create, change or delete a greeting.
4. When you are prompted, enter the number of the greeting (1 to 9) you want to create or change. The system announces whether the greeting is recorded and active for which call types.
5. To record the greeting, press **1**.
6. Start speaking your greeting at the tone; press **#** to finish the recording.
7. Press **0** to listen to what you recorded, and re-record if you'd like. Otherwise, press the number of the call type you wish to assign the greeting to, once you hear it presented. If it's already been assigned to a call type, the type will not be presented as an option.
8. You will hear a confirmation that your greeting is approved and active for the call type, followed by a list remaining call types you can assign the greeting to.
9. Press **#** to finish, and be returned to the personal greetings main menu.
10. Press **#** again to return to your main voicemail box menu.


## Setting a Temporary Greeting

1. From the mailbox main menu, press **3**.
2. Press **4** to administer call types.
3. Press **1** for "Activate"
4. Press **9** for a temporary greeting.
5. Press **1** to record; speak after the tone, and press **1** when finished.
5. Press **2 3** to listen, then follow instructions if you want to re-record. Otherwise press **#** to finish.
4. Enter the number of days you want the greeting active, then **#**. Day of activation (today) counts as 1 day.
5. You will hear a confirmation the temporary greeting is active, and the number of days it will be active.
6. Press **#** when you have finished.

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## Using Visual Voice Administration

### Accessing Visual Voice/ Listening to New Messages

1. Press the  **Message** button
2. If prompted, enter **YOUR** mailbox password, then press the **Done** soft key.
3. You are presented with the **Visual Voice** menu. The numbers shown against the **Listen** option you see indicate the number of new/old/saved messages in your mailbox.  
***NOTE:** If you are set up to receive new message waiting indications for any group-mailboxes, you can use the up ▲ / down ▼ arrow keys to choose which of those mailboxes to access, besides your own. The number of new/old/saved messages for the particular mailbox are shown.*
4. Highlight **Listen** and press **Select** or the **OK** key. Alternatively, you can press the adjacent feature key.
5. Use the up and down arrow keys to highlight which messages (**New**, **Old** or **Saved**) in the mailbox you want to listen to, and press **Select** or **OK** key. The details of the first message of that type are displayed.
6. You can use the up and down arrow keys to scroll through the individual messages.
7. Use the soft keys to control the playback actions for the currently highlighted message:
  - **Play / Pause**  
Start/stop playback of the currently displayed message.
  - **Call**  
Call the person who left the message.
  - **Back**  
Return to the previous menu.
  - **More**  
Switch between the different sets of available soft key functions.
  - **Delete**  
Delete the message.
  - **Save**  
Mark the message as saved.
  - **Copy (same as forwarding a message)**  
The menu will prompt you to enter the destination number. When pressed a 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.

### Additional Visual Voice Options

**Message** - You can leave a message directly in any mailboxes you specify.

**Greeting** - You can listen to, change or delete the mailbox personal greeting message.


**Email** - shown if you have been configured with an email address for voicemail to email usage, this control allows you to see and change the current voicemail email mode being used for new messages:

- Email Mode Off: Voicemail to 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: An 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** - You can change the voicemail box password. To do this requires entry of the existing password.

**Voicemail** - Switch voicemail coverage on/off.

### Using Visual Voice to Transfer Calls to Voicemail

1. With a call connected, press the  **Message** button. You are still connected to the call and can continue talking.
2. Dial the extension number of the user or group's voicemail box to which you want to transfer the call.
3. When the number matches a user or group, their name is displayed.
  - To transfer the call to the user or group's mailbox, press **Select** softkey. The caller will hear a few seconds of ringing and then the mailbox greeting.
  - To exit the transfer menu, press **Cancel** softkey.