

IP OFFICE PREFERRED VOICEMAIL REFERENCE GUIDE



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MAILBOX INFORMATION

MESSAGE KEY: Used to log in to voicemail. If you do not have a message key dial *17



MAILBOX NUMBER: Your *Extension* Number **or** an *Assigned* Number

PASSWORD: You *do not* have a password initially. You will be forced to create one the first time you log in. Your new Password must be between 6 and 15 numbers and it must be secure (you cannot use your extension number, any series of numbers ie: 123456, or a repeat of numbers ie: 111111). It is recommended that passwords be complex and that you change them often.

RECORDED NAME: Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements including the company directory search feature, and when you leave a message for another internal user.

NOTE: You will be **FORCED** to create your Password and record your name the first time you log in to your mailbox.

GREETINGS: By default callers who reach your mailbox hear the system greeting. *"Your call has been answered by Avaya IP Office (Name) is not available. To leave a message, wait for the tone".*

You can replace this greeting with one that **you** record. You can record a library of up to 9 personal greetings and assign them for specific call situations. Please see page 3 of handout for the description of calls types.

COMMANDS: Commands are activated by pressing Numbers and Signs on the dial pad.

PROMPTS: A *Synthesized Voice* summarizes your Mailbox, gives available *Commands* and options

NOTE: **You do not need to listen to prompts or greetings. Enter desired command or press 1 to bypass a personal greeting.**

LOG IN: You must log in using the password you created to *Retrieve* and *Send* Messages, Change Password, Record Name and Greetings.

HELP: To Receive help at any time press *H (4)

When you have **new** messages in your mailbox, the Message Indication light on your phone comes on.

****FIRST TIME MAILBOX SET UP****

**The first time you use your mailbox, you must create a password and record your name.
You do not have a password initially.**

CREATE PASSWORD: REQUIRED

Press **MESSAGE** Key (if your phone does not have a Message Key, Dial *17)

Enter mailbox number (your extension) and Press **#**

When prompted for password Press **#** **you do not yet have a password, so just press # when prompted**

Enter your new password and Press **#** **must be 6–15 numbers and must be secure (can't use 123456, etc)**

Re-enter your new password again and Press **#**

Stay on the line

RECORD NAME: REQUIRED

NOTE: pressing 1 always starts and ends the record process

If you hung up, Log in to your mailbox (See page 3)

Press **1** and at the tone *Record your name (and/or Title, Dept. and/or Ext Number)*

Press **1** to end Recording *System will replay your Name*

Press **#** to Approve **OR**

Press **1** to Rerecord

NOTE: When recording the name for a general or group mailbox, use the Group name ie: Operator or Receptionist

RECORD and ACTIVATE GREETINGS: OPTIONAL BUT RECOMMENDED

If you hung up, log in to your mailbox (See page 3)

Press **3** to access greeting menu

Press **1** To create, change or delete a greeting

Enter **Greeting number (1-9)** *It is easiest to match your greeting number to the call type you will use as listed below.*

Begin speaking after the tone

Press **1** to end recording

Press **23** to listen

If you don't like the greeting: Press ***3 to delete** then

Press **1** to rerecord

Press **#** to APPROVE your greeting **STAY ON THE LINE TO ACTIVATE GREETING**

IMPORTANT: A greeting must be activated in order for it to play to callers.

Stay on the line to activate your greeting by following voice prompts

Voice prompt will tell you "to use this greeting for":

ALL CALL Press **1** Plays to ALL callers and overrides all other greetings except Temporary

INTERNAL Press **2** plays to callers inside your organization *Use in conjunction with EXTERNAL*

EXTERNAL Press **3** plays to callers from outside your organization

BUSY Press **4** Plays when **ALL** extensions are busy *use in conjunction with NO REPLY*

NO REPLY Press **5** Plays when you do not answer your phone

Default Press **8** System greeting in synthesized voice (your recorded name is inserted into this greeting)

TEMPORARY Press **9** Takes over for **ALL** active greetings and can be deactivated by system (see page 2)

NOTE: It is recommended you record your ALL CALL or an Internal and External Greeting, it is not necessary to record all of the greetings.

Sample Greeting:

You have reached the voicemail of [NAME]. I am not available to take your call right now please leave me a brief message and I will return your phone call as soon as possible. Thank you. (Optional) If you need immediate assistance press 0 now. (It is also optional to have a press 2 and press 3 to go to other departments or people. These choices must be configured by System Admin)

****ACCESS YOUR MAILBOX (LOG IN)****

LOG IN TO YOUR MAILBOX

NOTE: *See page 2 for first time mailbox setup instructions*

When you have new messages in your mailbox the light on your telephone illuminates and/or you will receive an email notification when configured in your system settings by System Administration.

FROM AN *INTERNAL* EXTENSION:

- Press **MESSAGE** key
- Enter Your Extension (Mailbox) Number and Press **#**
- Enter your password and Press **#**

NOTE: **At your own desk you do not have to enter your mailbox number. When prompted for the mailbox number, press #**

FROM AN *EXTERNAL* NUMBER:

- Dial:**
- Press:**
 - Enter Your Extension (Mailbox) Number and Press **#**
 - Enter your password and Press **#**
- OR**
- Dial: Your Direct Dial (DID) Number**
- Press: *7**
 - Enter Your Extension (Mailbox) Number and Press **#**
 - Enter your password and Press **#**

NOTE: **If you are using the Twinning feature, you cannot dial your own direct dial number to check for messages.**

Once you log in:

- ◆ IP Office will play a summary of new messages in your mailbox
- ◆ You do not have to listen to voice prompts. You can make commands immediately.
 - To begin playing messages **immediately** after logging in Press 2.
 - To Bypass header information, Press 0

MESSAGE COMMANDS: *While listening to your messages:*

To:	Press Number
Skip Header	0
Forward to another mailbox	1
Restart	2
Replay without header	0
Skip to Previous	*2
Pause/Resume	3
Replay Header	23
Back 5 Seconds/Restart	5
Restart from beginning	*5
Advance	6
Save and Skip Category	*#
Save and Play Next	#
Play Next	**4
Delete and Play Next	*3
Restore deleted message	**8
Print Fax (if applicable)	*1

NOTE: **if you do not delete or save a message, it becomes an OLD message and is automatically deleted in 30 days.**

RECORD OR CHANGE GREETINGS

NOTE: *See page 3 for first time mailbox setup instructions*

Log in to your mailbox

Press **3** to access greeting menu

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

Enter **Greeting number (1-9)**

Voice prompt indicates if greeting is recorded

NOTE: When a greeting is already recorded, you hear a prompt to Press 1 again to **rerecord**.

Begin speaking after the tone

Press **1** to end recording

Press **23** to listen

Press ***3** to delete and rerecord

Press **#** to APPROVE **stay on line to activate**

IMPORTANT: A greeting must be activated. Stay on the line and follow voice prompts to activate the greeting.

Voice prompt will give you call type options (see page 2)

NOTE: When activating as temporary, you will be prompted to enter the number of days you wish greeting to remain active. (Between 0 – 30). If 0 is chosen, temporary greeting remains active until you deactivate it.

CHANGE PASSWORD

Log in to your mailbox

Press **5** For Personal Options

Press **4** To Change Password

Enter your new password and **#** key

Enter your new password again and **#** key

CHANGE RECORDED NAME

Log in to your mailbox

Press **5** For Personal Options

Press **5** To Record Name

Speak your name after the tone

Press **1** To End Recording

Press **#** To Accept Recording

ACTIVATE A GREETING

Log in to your mailbox

Press **3** to access greeting menu

Press **3** To activate greeting

Enter Greeting Number (1-9)

If you have not already recorded the greeting:

Record at the tone

Press **1** to end recording

Press **#** to Approve

If you have already recorded the greeting:

Press **0** to listen to it

Follow voice prompts to select required call type

Press **#** exits you to the greeting menu

DEACTIVATE A GREETING

Log in to your mailbox

Press **3** to access greeting menu

Press **0** To listen

Enter Greeting Number (1-9) then Press ***8**

LEAVE MESSAGE: Leave a message without ringing the phone:

Press # and Enter the mailbox number
At tone Leave your message and hang up.

CALL TRANSFER TO A MAILBOX: Transfer a caller to a mailbox:

With Caller on line

Press TRANSFER Key
Press # and Enter mailbox number
Press TRANSFER Key or COMPLETE Softkey

FORWARD MESSAGES TO ONE OR MORE MAILBOXES

While listening to a message

Press 1 To begin forward process
Press 2 To forward with comment
Record at the tone
Press # To end your recording
Enter a list of extensions separated by # sign
Press # at the end of list to indicate you have finished
Press # to deliver the forwarded message

MAILBOX OPTIONS

When in a mailbox: (either yours or someone else's)
Press *7 to log in to your mailbox
Press *8 to be transferred to another extension
Press # to return to previous menu

CHANGE VOICEMAIL TO EMAIL OPTIONS

Press FEATURES Softkey
Scroll to and Select VISUAL VOICEMAIL
Scroll to EMAIL option and press CHANGE Softkey
Choices are:

OFF messages will be received on your desk phone
COPY messages are received in both your email and on your desk phone, you must manage them in both
FORWARD messages are sent to your voicemail as a wave file attachment and are not left on your desk phone
ALERT messages are received on your desk phone and the system will send you an email to alert you once you have chosen your setting,
Press **SAVE** Softkey.

VISUAL VOICE TO CHECK MULTIPLE MAILBOXES

When your phone lights for both your personal mailbox and a group or general mailbox, it is possible to check which mailbox has messages without logging into both using a Feature called Visual Voice.

TO USE: Press FEATURES Softkey

Scroll to and Select VISUAL VOICEMAIL

NOTE: If prompted for password, use your personal mailbox password

Display shows NEW/OLD/SAVED Messages for each Mailbox starting with your personal mailbox.

Scroll to and Select applicable mailbox

Display shows NEW/OLD/SAVED Messages

Scroll to and Select applicable message type

Screen displays Message information and Softkeys

NOTE: You can check messages in any mailbox assigned to your phone using Visual Voice. Once you are logged in via VISUAL VOICE, all voicemail commands are activated by pressing the Softkeys ie: DELETE