

# IP Office VM Pro Voicemail User Manual



## SYRACUSE

1 Dupli Park Drive, 5th Floor  
Syracuse NY 13204  
Tel: 315-671-6200  
Fax: 315-671-0080

## HOLLAND PATENT

9560 Main Street  
Holland Patent NY 13354  
Tel: 315-624-2000  
Fax: 315-624-0288

## \*\* 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](#) 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)

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

### LOG IN TO YOUR MAILBOX

**NOTE:** See [page 3](#) for first time mailbox setup instructions.

When you have new messages, the light on your phone lights and/or you will receive an email notification when configured in your system settings by a 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:** Your Backdoor Number

When the system answers:

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 #

**IMPORTANT NOTE:** If you are using the Twinning feature, you cannot dial your own direct dial number to log in to voicemail.

Once you log in:

+ IP Office plays a summary of new messages in your mailbox.

+ You do not have to listen to voice prompts. You can enter commands immediately.

+ To begin playing messages immediately after logging in Press 2.

**NOTE:** To Bypass header information, Press 0

**MESSAGE COMMANDS:** While listening to your messages:

To:	Press:
Skip Header	0
Forward	1
Restart	2
Replay without header	0
Skip to Previous	* 2
Pause/Resume	3
Replay Header	23
Back 5 Seconds	5
Restart	* 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.

## \*\* CHANGE MAILBOX INFORMATION \*\*

### RECORD OR CHANGE GREETINGS (Log in to your mailbox)

**NOTE:** See [page 3](#) for first time mailbox setup instructions

Press **3** to access greeting menu.

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

Enter Greeting number (1-9).

Voice prompt indicates if greeting is recorded.

When 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 greeting.*

**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 3](#))

**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, 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 **#** to exit 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**.

## \*\* OTHER VOICEMAIL FEATURES \*\*

**LEAVE MESSAGE:** Leave a message without ringing the phone:

**Internal:** 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 *Immediately*.

### 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 on the system

Press **\*7** to log in to your mailbox.

Press **\*8** to transfer 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** 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 multiple mailboxes, you can check messages for any mailbox assigned to you using Visual Voice.

**TO USE:** Press **FEATURES** Softkey,

Scroll to and Select **VISUAL VOICEMAIL**.

When asked 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:** Once you are logged in via Visual Voice, all voicemail commands are activated by pressing the Softkeys ie: **DELETE**.

## **\*\* FIRST TIME MAILBOX SETUP \*\***

The first time you use your mailbox, you must create a password and record your name.

**IMPORTANT:** *There is no initial password. You will create one in the first step below.*

### **CREATE PASSWORD: REQUIRED**

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

Enter mailbox number (your ext) and Press #

When prompted for password Press # there is no initial password, so just press # when prompted

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

Re-enter your new password again and Press #

**Stay on the line**

### **RECORD NAME: REQUIRED**

If you hung up, Log in to your mailbox (See [page 1](#))

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

**NOTES:** Pressing 1 always starts and ends the record process.

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 1](#))

Press 3 to access greeting menu

Press 1 To create change 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 what you already recorded 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 an ALL CALL or Internal and External Greetings, 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.

**NOTE:** 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 a System Administrator.