Avaya IP Office VM Pro Voicemail on a J129 Phone
User Manual

Northland
COMMUNICATIONS

MESSAGE KEY: The J129 Phone does not have a message key. Dial *17 or access voicemail through the menu key.

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)

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 **MAIN MENU** Key
Scroll to Voicemail
Press **SELECT** Softkey
Or Dial *17
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 #

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 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.

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

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)
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 #   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

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 be transferred to another extension
Press # to return to previous menu

CHANGE VOICEMAIL TO EMAIL OPTIONS
Voicemail to email options on the J129 phone must be done by a System Administrator.
Options 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 of a new voicemail.

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
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 Adminstrator.