



# **IP Office**

## **IP Office Mode Mailbox User Guide**

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For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

### **Avaya Support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1- 800- 242- 2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

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# Table Of Contents

<b>Introduction</b> .....	<b>5</b>
About this Guide .....	5
<b>Logging in to Your Mailbox</b> .....	<b>7</b>
Overview .....	7
Logging in to Your Mailbox from Your Extension .....	7
Logging in to Your Mailbox from a Different Location .....	8
Setting up a Mailbox Access Code .....	8
<b>Listening to Messages</b> .....	<b>9</b>
Overview .....	9
Listening to New Messages .....	9
Saving a Message .....	10
Listening to Old and Saved Messages .....	10
Deleting a Message .....	10
<b>Forwarding Voice Messages</b> .....	<b>11</b>
Overview .....	11
Forwarding a Message to E-mail .....	11
Forwarding a Message to a Different Extension .....	11
Forwarding a Message with a Message Header .....	12
Forwarding a Message to Your Saved Messages List .....	12
Forwarding Future New Messages to Email .....	12
Switching Message Forwarding Off .....	12
<b>Setting Up E-mail Notifications</b> .....	<b>13</b>
Overview .....	13
Receiving an E-mail Alert for a New Message .....	13
Switching E-mail Forwarding and Alerts Off .....	13
<b>Setting and Changing Greeting Messages</b> .....	<b>15</b>
Overview .....	15
Listening to Your Greeting Message .....	15
Saving Your Greeting Message .....	15
Saving Your Greeting Message to Play Continuously .....	16
Stopping Your Greeting Message from Playing Continuously .....	16
Changing Your Greeting Message .....	16
Changing Hunt Group Greeting Messages .....	17
<b>Mailbox Administration</b> .....	<b>19</b>
Overview .....	19
Switching Voicemail On or Off .....	19
Switching Voicemail Ringback On or Off .....	19
Giving Callers a Transfer Option .....	19
<b>Options for Mailbox Callers</b> .....	<b>21</b>
Overview .....	21
Skipping a Mailbox Greeting Message .....	21
Transferring to a Covering Number .....	21
<b>Summary</b> .....	<b>23</b>
Summary of Mailbox Options .....	23
Voicemail Help Menu .....	24
Default Short Codes .....	24



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# Introduction

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## About this Guide

This guide describes how to use the options for managing a mailbox in IP Office Mode. IP Office mode is the only mode of operation available if you are using Voicemail Lite. If you are using Voicemail Pro, your system administrator might have selected this mode for your mailbox.

### Tip

- If the first prompt that you hear when you log into your mailbox asks you to press 8 for help at any time, your mailbox is an IP Office mode mailbox. If the first prompt that you hear asks you to press \*4 for help, your mailbox is an Intuity mailbox and this is not the correct guide. Contact your System Administrator if you need help to find out which mailbox mode you are using and to obtain a copy of the correct Mailbox User Guide.

This guide describes how to use the voicemail features using the dialling keys of any telephone device. In addition, some of the features offered by the voicemail system can be accessed as special features that are integrated with specific telephone devices. Details of how voicemail is integrated with the various handsets is not covered in this user guide but is left for inclusion in the user guide for each type of telephony device. The user guide for the telephony device on your desk should be available from your System Administrator.

Voicemail Pro can be customized for individual users and groups to provide different options. Contact your system administrator to find out if anything has been customized to make your mailbox work differently from the default settings.

Further information about Avaya IP Office is available from [www.avaya.com/support](http://www.avaya.com/support) and also from [www.avaya.com/ipoffice/knowledgebase](http://www.avaya.com/ipoffice/knowledgebase).



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# Logging in to Your Mailbox

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## Overview

This section describes the ways in which you can log into your mailbox to retrieve your voicemail messages, configure your mailbox greetings or both.

You can log in to your mailbox:

- From your own extension, for example if you work from the same desk each day. For more information, see [Logging in to Your Mailbox from Your Extension](#).

Remotely from a different location, for example when you are not in the office. For more information, see [Logging in to Your Mailbox From a Different Location](#).

Your voicemail mailbox can be protected with an access code. If your system administrator activates this option, you need to enter your access code before you can check your messages. For more information about setting up an access code for your mailbox, see [Setting up a Mailbox Access Code](#).

If you regularly log in to your mailbox from a location other than your own extension, you can ask your system administrator to set that location up as a trusted location. When you log in to your mailbox from a trusted location you are not asked for an access code.

By default your own extension is a trusted location. If your extension is in a public area you might want this changed so that you do need to enter your access code, even from your own extension.

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## Logging in to Your Mailbox from Your Extension

You can log in to your mailbox from your own telephone extension or from a different location, if your system administrator has set this up for you. For more information, see [Logging in to Your Mailbox From a Different Location](#).

By default, your extension will be assumed to be a trusted location, which means that from your extension you can log into your voicemail mailbox without the need to enter an access code. If however your extension is in a public area it is possible for your system administrator to enable the access code option. For more information, see [Setting up a Mailbox Access Code](#).

### To log into your mailbox from your own extension:

1. Dial **\*17**.  
If this is the first time that the mailbox has been used, you might be prompted to record a name. If so, follow the instructions that you hear.
2. When you have logged in to your mailbox, an announcement tells you how many new messages you have (if any). New messages are then played back. You can press **8** to find out about the options that you can use.

**To listen to old messages:** Press **1**.

**To listen to saved messages:** Press **2**.

### Note

- After you have listened to a new message, the message becomes an old message and is automatically deleted 36 hours after it was first played. On Voicemail Pro systems, your system administrator can set the length of time for which messages are stored before they are automatically deleted. Check with your system administrator to find out if the message storage time has been changed.
3. To leave voicemail, hang up.  
The sections that follow describe the features that you can use when you have logged into your mailbox.

## Logging in to Your Mailbox from a Different Location

If you regularly need to log into your mailbox from places other than your office desk, you can ask your system administrator to enable remote access for your mailbox. When this has been done, you can log in from an extension number that is not your own.

### To log into your mailbox from a different location:

1. Dial your extension number.
2. When you hear your voicemail greeting, press **8**.  
You are asked for your access code, if you have set one.
3. Enter your access code.  
You can now check your messages.

### Tip

- If you regularly log into 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 you log into your mailbox from a trusted location you are not asked for an 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 your access code even from your own extension.

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## Setting up a Mailbox Access Code

To protect your mailbox you can set up an access code. This is particularly useful if you log in to collect your messages from a public place.

### To set up a mailbox access code:

1. From your own extension dial **\*17** to log into your mailbox. For more information, see Logging in to your Mailbox.
2. When you hear the voice prompt, dial **\*04**.
3. When you are prompted, key in your current access code. If you do not have one, press **#** (hash).
4. When you are prompted, key in the new access code.
5. When you are prompted to repeat your new access code, key in the new access code again.
6. When you hear, the message *Your access code has now been changed*, hang up.

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# Listening to Messages

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## Overview

Your IP Office mode mailbox can contain the following types of message:

- **New**  
These are messages that have not yet been heard by you, the mailbox owner.
- **Old**  
As soon as you start listening to a message, the status of the message changes to Old.
- **Saved**  
While you listen to a message, you may request that the message be saved.

When you have logged into your mailbox, you hear an announcement to tell you the number of new messages that you have in your mailbox. The first of the new messages is then presented. For more information, see [Listening to New Messages](#).

While you listening to your messages you can:

- Delete the message that you are listening to. For more information, see [Deleting a Message](#).
- Save the message so that it is retained for the period defined for Saved Messages. On a Voicemail Pro system this can be configured by your System Administrator. Contact your System Administrator if you need to find out how long a Saved Message will be retained on your system. For more information, see [Saving a Message](#).
- Forward the message to a different extension. For more information, see [Forwarding a Message to a Different Extension](#).
- Repeat the message you are listening to
- Skip to the next message
- Call the person who has left the message
- Fast Forward, Rewind and Pause Messages.

After you have listened to a message once, its status changes to Old. You can still listen to old and saved messages whenever you like. For more information, see [Listening to Old and Saved Messages](#).

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## Listening to New Messages

When you have logged into your IP Office mode mailbox, you hear an announcement to tell you how many new voicemail messages you have, if any. The first of these is then played to you.

### Note

- Your system administrator can configure the length of time for which messages remain in your mailbox. Check with your system administrator if you need to know how long messages are kept.

While you are listening to a message, you have the following options:

- **To delete the message:** Press **4**. For more information see, [Deleting a Message](#).
- **To save the message:** Press **5**. For more information see, [Saving a Message](#)
- **To forward the message:** Press **6**. For more information see, [Forwarding Voice Messages: Overview](#).
- **To repeat the last message:** Press **7**.
- **To skip the message:** Press **9**.
- **To call back the sender (if internal):** Press **\*\***.
- **To fast forward:** Press **#**.
- **To rewind:** Press **\***.
- **To pause:** Press **0**. Use **\*** to restart.

You can also:

- Repeat the last message that you listened to.
- Skip a message that you decide you do not need to hear.
- Call the person who has left the message.

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## Saving a Message

By default an old message remains in your mailbox for 36 hours. To keep a message for longer you can mark a message as Saved. When a Message is saved, the message will, by default, remain in your mailbox for the period that has been set by your system administrator.

### To save a message:

1. Log into your mailbox. For more information, see Logging in.
2. Press **5** to save a message as you listen to it or after you have heard it.  
You hear a confirmation message to tell you that the message has been saved.

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## Listening to Old and Saved Messages

Once you start listening to a New message, its status changes to 'Old'.

### To listen to old messages:

1. Log into your mailbox. For more information, see Logging in.
2. Press **1**.  
The number of old messages is announced and then each message is played.

### To listen to saved messages:

1. Log into your mailbox. For more information, see Logging in.
2. Press **2**.  
The number of saved messages is announced and then each message is played.

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## Deleting a Message

After you have started to listen to a New message, its status changes to Old. By default, old messages remain in your mailbox for up to 36 Hours before they are deleted as part of the Voicemail Housekeeping activities. As for New Messages it is possible for the System Administrator to change this duration on a Voicemail Pro system. if you are sure that you do not want to keep a message you can delete it while you are listening to it or after you have finished listening to it.

### To delete a message:

1. While you are listening to a message that you do not want to keep, press **4**.

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# Forwarding Voice Messages

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## Overview

During or immediately after playing a voice message you can choose to forward it:

- To e-mail. For more information, see *Forwarding a Message to E-mail*.
- To other extensions. For more information, see *Forwarding a message to a Different Extension*.
- To your saved messages list. For more information, see *Forwarding a Message to Your Saved Messages List*.

You can choose whether to add a message header before you forward a message. For more information, see *Forwarding a Message with a Message Header*.

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## Forwarding a Message to E-mail

Before you can use this feature your system administrator must enter your e-mail address against your mailbox name in IP Office Manager. Otherwise you hear the message *E-mail is not enabled on this mailbox*.

If this option is enabled, you can forward a voice message to your e-mail inbox.

### To forward a message to e-mail:

1. During or immediately after playing a message, press **6**.
2. Press **1**.  
The message is forwarded to your e-mail address.

### To return to the previous menu or to cancel message forwarding:

1. Press **#**.
- 

## Forwarding a Message to a Different Extension

You can forward a message to a different extension or to several extensions at the same time.

### To forward a message to a different extension:

1. During or immediately after playing a message, press **6**.
2. Press **2**.
3. Enter each extension number followed by a **#**.
4. Press **#** again to finish. For example:
  - To forward a message to extensions 201, 202 and 203, key in: 201#202#203##
  - To forward a message to extension 201 only, key in: 201##

### To return to the previous menu or to cancel message forwarding:

1. Press **#**.

## Forwarding a Message with a Message Header

Before you forward a message, you can record a message of your own as a header to the message that you are forwarding. For example, you might add a header message to explain to the recipient why you are forwarding it to them.

### To forward a message with a message header:

1. During or immediately after playing a message, press **6**.
2. Press **3**.
3. You are prompted to record your message and then press any key to finish recording.
4. Enter the list of forwarding extensions as if you were forwarding a normal message. For more information, see Forwarding a Message to Other Extensions.

### To return to the previous menu or to cancel message forwarding:

1. Press **#**.
- 

## Forwarding a Message to Your Saved Messages List

Unless you choose to save a message, it is automatically deleted 36 hours after it is played. You can forward a message to save with other messages that you have already saved in your Saved Messages List.

### To forward a message to your list of saved messages:

1. During or immediately after playing a message, press **6**.
2. Press **4**.  
This is the same as pressing **5** after playing the message.

### To return to the previous menu or to cancel message forwarding:

1. Press **#**.
- 

## Forwarding Future New Messages to Email

Before you can use this feature your system administrator must enter your e-mail address against your mailbox name in IP Office Manager. Otherwise you hear the message *E-mail is not enabled on this mailbox*.

If the option has been enabled, you can set up your mailbox so that any messages received in future are forwarded to your e-mail address.

### Important

- If you choose this option, the messages are **not** stored in your voicemail mailbox.

### To forward future new messages to e-mail:

1. Log in to your mailbox. For more information, see Logging in.
2. Press **\*01**.  
Future new messages received in the voicemail mailbox are forwarded to your e-mail address.

### Note

- This option overrides other e-mail alerts.
- 

## Switching Message Forwarding Off

If you have chosen a forwarding option and decide that you no longer want to use it you can switch it off.

### To switch message forwarding off:

1. During or immediately after playing the message, press **6**.
2. Press **#**.

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# Setting Up E-mail Notifications

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## Overview

You can have notification of new messages sent to your e-mail address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required. For more information, see [Receiving an E-mail Alert for a New Message](#).

In addition, when you listen to a message you can choose to forward it to your e-mail address. For more information, see [Forwarding a Message to E-mail](#).

Before you can use the e-mail options, your system administrator must enter your e-mail address in IP Office Manager. Otherwise you hear the message *E-mail is not enabled on this mailbox* whenever you try to use an e-mail option. Your system administrator can tell you whether your voicemail system has been configured to use e-mail.

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## Receiving an E-mail Alert for a New Message

You can choose to receive an e-mail alert to tell you when a caller has left a message for you.

### Tip

- You can have e-mail notifications sent to your mobile e-mail address if you have one. This means that you can be alerted about the arrival of new messages even when you are out of the office. You might need to contact your mobile or cell phone provider to find out your mobile e-mail address.

### To receive an e-mail alert for a new message:

1. Log in to your mailbox. For more information, see [Logging in](#).
2. Press **\*02**.  
You receive an e-mail alert whenever a new message is left .

### Note

- This option overrides e-mail forwarding. For more information see, [Forwarding Future New Messages to Email](#).
- 

## Switching E-mail Forwarding and Alerts Off

If you have chosen any of the e-mail notification options, you can switch them off from your telephone.

### To switch off e-mail options (forwarding or alerts):

1. Log into your mailbox. For more information, see [Logging in](#).
2. Press **\*03**.  
You hear a confirmation message to tell you that the option is now turned off or on.



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# Setting and Changing Greeting Messages

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## Overview

By default a generic system greeting is played when a person calls your voicemail box. You can record a personalized greeting message for your mailbox if you prefer.

### Note

- You can also record a greeting message for hunt group mailboxes. For more information, see Changing Hunt Group Greeting Messages.

You can listen to your greeting message at any time. For more information, see Listening to Your Greeting Message.

You can change your greeting message at any time. For information, see Changing Your Greeting Message.

You can also save your greeting message so that it plays continuously. For more information, see Saving Your Greeting Message to Play on a Continuous Loop.

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## Listening to Your Greeting Message

You can listen to your personalised greeting message at any time and, if required, you can change it.

### To listen to your greeting message:

1. Log into your mailbox. For more information, see Logging in.
2. Press **3** for greeting messages.
3. Press **1**.  
With this option you can also to hear the currently recorded/default message. After you have recorded a new message, you can listen to it and decide to record again or save it. For more information, see Changing Your Greeting Message or Saving Your Greeting Message.

### To return to the previous menu:

1. Press **8**.
- 

## Saving Your Greeting Message

When you are happy with a greeting message you can save it as it is or save it so that it plays continuously. For more information, see Saving Your Greeting Message to Play Continuously.

### To save your greeting message:

1. Log in to your mailbox. For more information, see Logging in.
2. Change your message as required. For more information, see Changing Your Greeting Message.
3. Press **3**.  
You hear a conformation prompt to tell you that your change was saved.

### Tip

- If you hang up before you press **3**, the greeting that was previously active is used.

### To return to the previous menu:

1. Press **8**.

## Saving Your Greeting Message to Play Continuously

You can set up your personal greeting message so that it plays continuously. Callers cannot leave a message or press **0** for the reception number, if one has been set.

### Important

- If you choose this option, you will need to record a new message when you want to stop playing the message continuously. See *Stopping Your Greeting Message from Playing Continuously*.

### To save your greeting to play continuously:

1. Log in to your mailbox. For more information, see *Logging in*.
2. Press **3** for greeting messages.
3. Press **4**.  
You hear a conformation prompt to tell you that your change was saved.

### To return to the previous menu:

1. Press **8**.

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## Stopping Your Greeting Message from Playing Continuously

If you have set up your greeting message to play continuously, you must complete the following steps to stop it.

### To stop your greeting from playing continuously:

1. Log in to your mailbox. For more information, see *Logging in*.
2. Press **3** for greeting messages.
3. Press **2** to change your message.
4. Record your message after the tone.
5. Press **2** when you have finished recording your greeting message. You can then press **1** to hear the new message.
6. Press **3** to save so that your message no longer plays continuously. You hear a conformation prompt to tell you that your change was saved.

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## Changing Your Greeting Message

You can change your personalized greeting message at any time. If you choose to offer callers to your mailbox any transfer options to covering numbers, you need to record a greeting message that explains the available transfer options. For more information, see *Giving Callers a Transfer Option*.

### Caution

- If you change from the system greeting to a personalized one, you cannot return to the system greeting without the aid of your system administrator.

### To change your greeting message:

1. Log into your mailbox. For more information, see *Logging in*.
2. Press **3** for greeting messages.
3. Press **2** to change your greeting message.
4. Record your message after the tone.

### Note

- Recordings must be at least 3 seconds long.

2. Press **2** when you have finished recording your greeting message. You can then press **1** to hear the new message.
3. Press **3** to make the message active if you want to use it. If you do not want to use the new recording, you can record again or hang up to use the greeting that was previously active.
4. Decide whether you want to make further changes or save your new greeting message. For more information about saving a greeting, see Saving Your Greeting Message or Saving Your Greeting Message to Play Continuously.

**To return to the previous menu:**

1. Press **8**.
- 

## Changing Hunt Group Greeting Messages

Your system administrator can set up a method for you to log into the mailbox of a hunt group. In addition to standard message handling, you can change the hunt group greeting messages.

**To change hunt group greeting messages:**

1. Log in to the hunt group mailbox.  
The exact method depends on the option that your system administrator has provided.
2. Press **3** for greeting messages.
3. Select the greeting to record:
  - **Standard Greeting:** Press **1**.  
This greeting is used when the hunt group is In Service but all available hunt group members are busy or set to no answer.
  - **Out of Hours Greeting:** Press **2**.  
This greeting is used when the hunt group is in Night Service or Out of Service or Out of Hours.
  - **Queue Greeting:** Press **3**.  
This greeting is played to callers who have been waiting to be answered for a set period.
  - **Still Queued Greeting:** Press **4**.  
Twenty seconds after the Queue Greeting, the Still Queued Greeting is played to a caller who is still waiting to be answered. This greeting is repeated every 20 seconds.
4. After selecting the greeting to record, you can choose the following options:
  - **To hear the recording:** Press **1**.
  - **To record a new greeting:** Press **2**.  
You are prompted to press **2** again when you have finished recording. You then return to the menu to hear, record or save the message.

**Note**

- Recordings must be at least 3 seconds long.
- **To save the new recording:** Press **3**.



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# Mailbox Administration

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## Overview

Sometimes it can be useful to prevent callers from being forwarded to your mailbox when you are on the telephone or do not answer. You can switch voicemail off and back on again when you need it. For more information, see [Switching Voicemail On or Off](#).

Your system administrator can set up an option so that if callers are directed to your voicemail you can give them the option to transfer to a different extension, for example to reception. For more information, see [Giving Callers a Transfer Option](#).

By default the voicemail system alerts when you have a voicemail message by ringing your telephone the next time you end a call and replace the handset. You can choose whether to have this voicemail ringback option on or off. For more information, see [Switching Voicemail Ringback On or Off](#).

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## Switching Voicemail On or Off

When voicemail is switched off, the system prevents callers from being forwarding to your mailbox when you are on the telephone or do not answer. This option does not prevent messages from being forwarded to your mailbox by other mailbox users.

### To switch voicemail on or off

- Dial **\*18** (on) or **\*19** (off)  
You hear two confirmation beeps.
- 

## Switching Voicemail Ringback On or Off

When voicemail ringback is on, your telephone rings whenever you end a call and replace the handset (unless another call is waiting). The system rings your telephone and, when you answer, prompts you to log in to your mailbox. You can choose to switch this option on or off.

### To switch voicemail ringback on or off:

- Dial **\*48** (on) or **\*49** (off).  
You hear two confirmation beeps.
- 

## Giving Callers a Transfer Option

After a caller has been directed to your voicemail you can give them the option to be transferred to a different extension, for example reception, an assistant or an external number such as a mobile or cell number.

So that you can do this your system administrator must set up a voicemail transfer number for you.

### Important

- You need to record a new greeting message to inform callers that if they press **0** they will be transferred accordingly. For more information, see [Setting and Changing Greeting Messages: Overview](#).



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# Options for Mailbox Callers

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## Overview

When you call another mailbox you can:

- Skip the mailbox greeting message. For more information, see [Skipping a Mailbox Greeting Message](#).
- Press a key to be transferred to a covering number, for example reception. For this option to be available, your system administrator must set up a voicemail reception number for you. For more information, see [Transferring to a Covering Number](#).

The same options are available to a caller who calls your mailbox.

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## Skipping a Mailbox Greeting Message

When you call an extension and are directed to voicemail you can skip past the greeting message and go straight to the tone that indicates when to leave your message.

### To skip a mailbox greeting:

1. Call the extension number.
  2. As soon your call is answered, press **2** to skip the greeting. You then hear the tone after which you can record your message.
- 

## Transferring to a Covering Number

When you call an extension and are directed to voicemail you can either leave a message or choose to be transferred to a covering number, if one has been set up. For example, you might be offered the option to press 0 to speak to a receptionist or to be connected to an external number such as a mobile or cell phone.

### Notes

- The number to which you are transferred depends on the number specified by the owner of the mailbox that you are calling.
- If you choose a transfer option and are still diverted to a mailbox on the same system, you are returned to the voicemail box of the person you first called.



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# Summary

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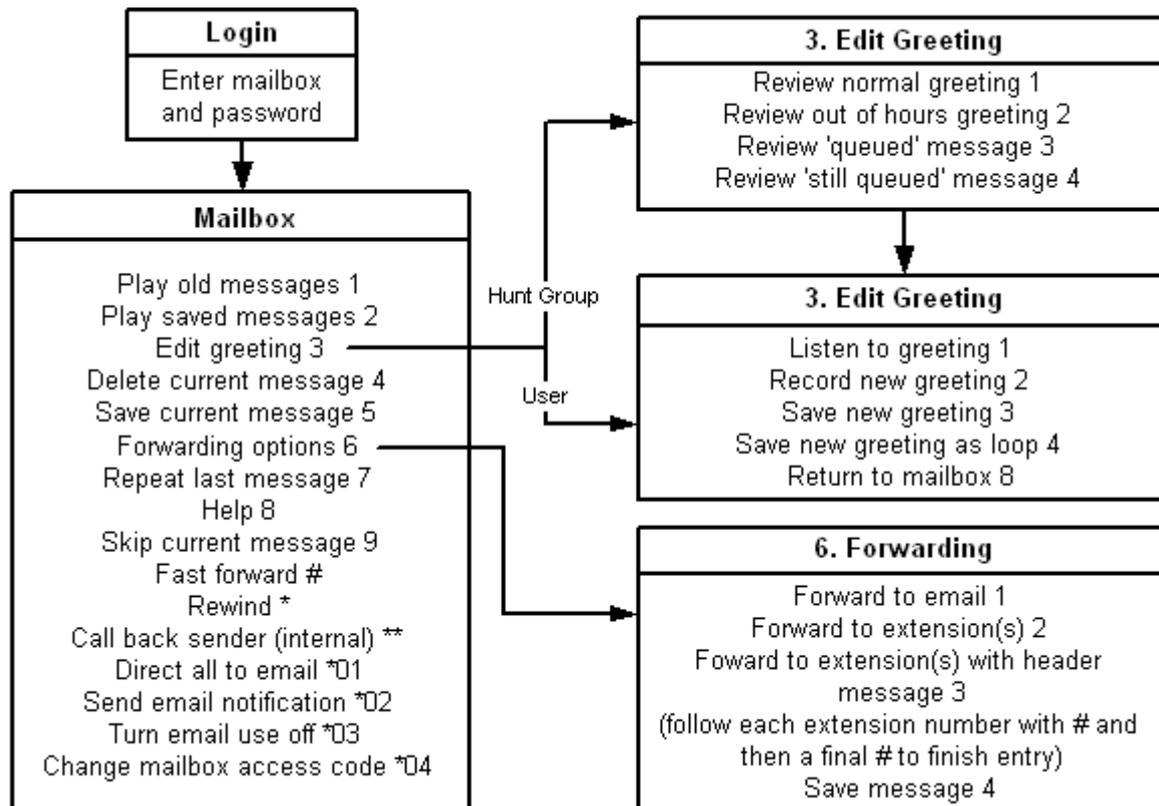
## Summary of Mailbox Options

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

Here is a summary of the options that are available when you have logged into your mailbox from your own extension or remotely.

### Note

- Unless you choose to save a message, it is automatically deleted 36 hours after it is played. To save a message while it is playing, press **5**.



### Notes

- During a message you can also press and hold **0** to pause the message. To continue playing the message, press the button that corresponds to **Rewind** or **Previous** on the display screen of your telephone.
- E-mail options must be enabled by your system administrator.
- Voicemail Pro operation can be customized 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. Only while listening to the message internally.
- **\*01** - Direct all messages to e-mail.
- **\*02** - Send e-mail notification.
- **\*03** - Turn off e-mail functions.
- **\*04** - Change your access code.

### Additional features (not announced)

- **#** - Forward message.
- **\*** - Rewind message.
- **0** - Pause message (while you hold down 0 ) or call voicemail reception

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## Default Short Codes

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

- **Log into your mailbox from your own extension:** Dial **\*17**.
- **Turn voicemail on or off:** Dial **\*18** (on) or **\*19** (off).  
When off, this stops the system from forwarding callers to your mailbox when you are busy or do not answer. It does not stop messages from being forwarded to your mailbox by other mailbox users.
- **Turn voicemail ringback on or off:** Dial **\*48** (on) or **\*49** (off).  
When this option is on, ringback occurs whenever you end a call and replace the telephone handset (unless another call is waiting). The system rings your telephone and when you answer, prompts you to log into your mailbox.

# Index

- A**
  - Access code
    - Logging in without an .....7, 8
    - Setting up an .....8
- C**
  - Call back sender .....23
  - Caller options .....21
  - Code
    - Mailbox access .....8
  - Current message
    - Deleting .....23
    - Saving .....23
- D**
  - Default
    - Short codes .....24
  - Deleting
    - A message .....23
    - Current message .....23
    - Messages .....10
- E**
  - Email
    - Alerts .....11, 13
    - Forwarding voice message to .....11, 12, 13
    - Notification on/off .....23
    - Options .....13
- F**
  - Forwarding
    - Message to saved messages list .....12
    - Messages .....11
    - To email .....23
    - To other extension .....11, 23
    - With added header .....12, 23
  - Forwarding .....11
- G**
  - Greeting message
    - Changing .....15, 16
    - Hours greeting .....17
    - In service .....17
    - Listen to .....23
    - Night service .....17
    - Normal .....23
    - Out of hours .....23
    - Play continuously .....23
    - Queued .....23
    - Record a .....23
    - Save new .....23
    - Saving your .....15
    - Skipping .....21
    - Standard .....17
    - Still queued .....17
  - Greeting message .....15
  - Greeting message .....19
- H**
  - Header
    - Forward message with .....23
  - Hunt group greeting messages .....17
- L**
  - Listening to
    - New messages .....9
    - Old messages .....7
    - Saved messages .....7
    - Your greeting message .....15, 23
  - Listening to .....9
- M**
  - Mailbox greeting message
    - Skipping .....21
  - Message
    - Deleting a .....10
    - Switching forwarding on/off .....12
- N**
  - New messages .....9
- O**
  - Old messages
    - Stopping .....16
  - Old messages .....10
  - Option to be transferred .....19
  - Options
    - Available to mailbox callers .....21
- P**
  - Play
    - Old messages .....23
    - Saves messages .....23
  - Previous message repeat .....23
- Q**
  - Queue greeting .....17
- R**
  - Reception number .....19, 21
  - Recorded/default .....16
  - Remote access .....8
  - Repeat last message .....23
  - Rewind .....23
  - Ringback .....23
- S**
  - Saved messages .....10
  - Saved messages list
    - Forwarding message to .....12
  - Saving a message .....10
  - Short codes available by default .....24
  - Skipping
    - A greeting message .....21
    - A voice message .....23
    - Caller options .....21
    - Code .....8
    - From a different location .....8
    - From a trusted location .....8
    - From your extension .....7
    - Mailbox greeting message .....21
  - Switching
    - Message forwarding on or off .....12
    - Voicemail on/off .....19
    - Voicemail ringback on/off .....19
  - Switching .....19

**T**

Transfer Option .....19

Trusted location .....8

Turning

    Voicemail on/off .....23

    Voicemail ringback on/off .....23

**V**

Voicemail transfer number .....19



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