# IP Office

## Embedded Voicemail User Guide - IP Office Mode

15-604067 Issue 16a - (Thursday, February 22, 2018)

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# Chapter 1.
# Embedded Voicemail

# 1. Embedded Voicemail

This user guide is for Embedded Voicemail provided by an IP Office Basic Edition - Norstar Mode system running in Essential Edition or Preferred Edition mode.

Your system maintainer can configure your system to support either Intuity or IP Office mode mailbox operation. This guide is for IP Office mode. Your system administrator can confirm which mode your system uses.


- **Normal login** 10
- **Trusted Sources** 10
- **Mailbox controls** 11
- **Caller options** 12
- **Visual voice** 13

# 1.1 Logging In

## 1.1.1 Trusted Sources

By default, even when you have a password set, you can access your mailbox from your own extension without needing to use the password. This is because your extension number is set as a 'trusted source'. Your system maintainer can change that if required. They can also add other numbers as trusted sources for your mailbox if you require that.

Mailbox access from numbers that are not trusted sources requires entry of your mailbox password. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

## 1.1.2 Normal Login

### To login:

1. At your own extension, dial ***17**.
2. If requested, enter your password and press **#**. The system requests a password if you are accessing a mailbox from a number not set as a trusted source 10 for that mailbox.
3. After you log in, the voice prompts provide instructions. See Default Mailbox Controls 11 for a summary of the controls.
   - For help at any time: Press ***4**.
   - To return to the activity menu: Press **8**.

# 1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have logged into a mailbox.

**Activity Menu**

**Playback**

- New messages start playing by default.
- Play old messages = 1
- Play saved messages = 2
  - Fast forward = #
  - Rewind = *
  - Repeat last message = 7
  - Skip current message = 9
  - Delete current message = 4
  - Save current message = 5
  - Call back sender = **
  - Forward message = 6

**Configuration**

- Edit greeting = 3
- Record Name = *05
- Change mailbox code = *04
- Direct all to email = *01
- Send email notification = *02
- Turn email off = *03
- Outcalling options = *07
- Help = *4

**3. Edit Greeting**

- Listen to greeting = 1
- Record new greeting = 2
- Save new greeting =3
- Save new greeting as a loop = 4
- Return to mailbox = 8

**6. Forwarding**

- Forward to extensions = 2
- Forward with header message = 3

[Follow each extension number with # and then a final # to finish.]

***07. Outcalling**

- Listen to settings = 0
- Configure outcalling = 1
- Turn outcalling off = 6
- Turn outcalling on = 9
- Return to mailbox = 8

**IMPORTANT: Old Messages are automatically deleted after 24 hours**
After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved, press **5** while listening to the message.

You can also use the following short codes to control your mailbox. These are default system features, however your system maintainer can change them. For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to buttons.

- **Turn Voicemail On: *18**
  Causes calls to go to voicemail when you are busy or do not answer. If the extension to which you forward your calls does not answer calls will also go to voicemail.
- **Turn Voicemail Off: *19**
  Switches the above feature off.
- **Voicemail Ringback On: *48**
  If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.
- **Voicemail Ringback Off: *49**
  Switches the above feature off.

## 1.3 Caller Options

Callers to your mailbox can perform the following actions:

- **Skip Your Mailbox Greeting**
  Callers can skip your greeting message and go straight to leaving a message by pressing **1**.
- **Transfer to another number** 22
  Depending on your settings, the caller can select a transfer to another extension rather than leaving a message.
- **Leave a message**
  After hearing the tone, your caller can start recording a message. The system only saves messages that are longer than 3 seconds. The default maximum message length is 120 seconds. However, the system administrator can adjust that.
- Options after leaving a message
  After leaving a mailbox message, callers can press # rather than hanging up immediately. The caller hears a prompt informing them if the system saved the message. The system then disconnects the call.

## 1.4 Full Mailbox

When a mailbox is full and unable to store new voicemail messages, the voicemail system plays an information message and disconnects the call.

# 1.5 Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. To use Visual Voice, your system maintainer must either add a **Visual Voice** button to your phone or set the **MESSAGES** button to use Visual Voice.

- Visual Voice is supported on most Avaya desk phones with a suitable display. On other phones, the button can be used for mailbox access using voice prompts and for direct to voicemail transfer during a call.
- On T3 phones, the Visual Voice button goes direct to the **Listen** function of Visual Voice. To access the full set of Visual Voice functions use **Menu > Settings > Voicemail Settings**.

## Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

- **Listen**
  Access your own voicemail mailbox. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below:
  - **Play -** Play the message.
    - To select the next message or previous message, use the ▼ and ▲ cursor keys.
    - To fast forward or rewind the current playing message by 5 seconds, use the ◀ and ▶ cursor keys.
  - **Pause -** Pause the message playback.
  - **Delete -** Delete the message.
  - **Save -** Mark the message as a saved message.
  - **Call** - Call the message sender if a caller ID is available.
  - **Copy -** Copy the message to another mailbox. When pressed as number of additional options are displayed.
- **Message**
  Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**
  Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- **Name**
  Change the mailbox user name recording used in various functions and played to callers.
- **Email**
  This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the system configuration. This control allows you to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:
  - **Email Mode Off:** Voicemail email is not used.
  - **Email Mode Copy:** Copy new voicemail messages to the email address, leaving the original message in the mailbox.
  - **Email Mode Fwd:** Forward new voicemail messages to the email address, deleting the original message from the mailbox.
  - **Email Mode Alert:** Send an alert email message to the email address, leaving the message in the mailbox.
- **Passcode**
  Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**
  Switch voicemail coverage on/off.

## Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the **MESSAGE** button allows entry of an extension number for direct to voicemail transfer of the connected call.

# Chapter 2.
# Listening to Messages

# 2. Listening to Messages

This section covers actions you can perform while listening to your messages.


- **Listening to your messages** 17
- **Marking a message a saved** 17
- **Forwarding a message** 18
- **Calling the message sender** 18

# 2.1 Listening to Messages

The system groups messages into the following categories:

- **New**
  After you have listened to a new message, it automatically becomes an old message.
- **Saved**
  This category applies to messages you marked as saved 17. You would normally do this for messages that you do not want the system to automatically delete.
- **Old**
  After you have listened to a new message it automatically becomes an old message. Unless you delete them sooner, the system automatically deletes old messages after 24 hours.

When you get your messages, the system automatically starts playing your new messages if you have any. After each message, the system plays details of when the message was left and the caller.

### To listen to your messages:

1. Log in 10 to your mailbox.
2. If you have any new messages, the system starts playing them.
   - To switch to playing old messages: Press **1**.
   - To switch to playing saved messages: Press **2**.
3. While playing a message, you can use the following options:
   - To fast forward: Press **#**.
   - To rewind: Press *****.
   - To repeat the last message: Press **7**.
   - To skip the current message: Press **9**.
   - To delete the current message: Press **4**.
   - To mark the message as saved: Press 17 **5**.
   - To call back the sender: Press ******.
   - To forward the message: Press **6**.

# 2.2 Marking a Message as Saved

Once you have played a message it is marked as old. The system automatically deletes old messages after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

### To save a message:

1. Press **5** when listening to a new or old message.

## 2.3 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you do this, you can record a comment at the start of the message.

### To forward a message:

1. While listening to the message, press **6**.
   - To forward the message as is, press **2**.
   - To add a comment before forwarding, press **3**. After the tone, record your comment and press # to finish recording.
2. Enter the extension number to forward the message to and press **#**.
3. If you want to send the message to more than one extension, repeat the process of enter each extension number followed by **#**.
4. Press # to finish addressing and forward the message.

## 2.4 Calling the Sender

When an internal caller leaves a message, the system will capture the caller's number and store that with the message. You can choose to make a call to the caller's number.

### To call the message sender:

1. While listening to a message, press ****.

# Chapter 3.
# Changing Your Settings

# 3. Changing Your Settings

This section covers the following topics:


- **Changing your password** 20
- **Recording a greeting** 21
- **Listening to your greeting** 21
- **Breakout transfer options** 22
- **Recording your name** 22


## 3.1 Changing Your Password

You are not required to set a password for your mailbox if you only access it from your own extension. For access to your mailbox from other locations, including in response to Outcalling, you will need to have a password set. If you do set a password it is used, however when accessing your mailbox from certain trusted sources (see below), you will not need to enter it. By default, the system sets your extension as a trusted source.

### To change your password:

1. Log in 10 to your mailbox.
2. Press ***04** to change your password.
3. Enter your current password and press **#**. If you have no current password just press **#**.
4. Enter your new password followed by **#**.
   - Enter at least four digits and up to 15. Do not set an obvious code. For example:
     - Your extension number.
     - A sequence of digits, for example 1234.
     - The same repeated digits, for example 1111.
5. Re-enter your new password followed by **#**.
   - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of password if successful.

### Trusted Sources

By default, even when you have a password set, you can access your mailbox from your own extension without needing to use the password. This is because your extension number is set as a 'trusted source'. Your system maintainer can change that if required. They can also add other numbers as trusted sources for your mailbox if you require that.

Mailbox access from numbers that are not trusted sources requires entry of your mailbox password. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

### System Administration

The system administrator cannot see your password. However, they are able to clear your existing password.

# 3.2 Personal Greeting

By default, callers to your mailbox hear the default system greeting. You can replace this with a personal greeting.

## 3.2.1 Recording Your Greeting

You can record the greeting heard by callers to your voicemail. At any time, you can listen to a greeting message and re-record it.

- A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default.

### To record your greeting:

1. Log in 10 to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **2** to change your greeting.
4. When prompted, speak your new greeting.
   - The greeting must be longer than 3 seconds.
   - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press **2** when you have finished recording your greeting.
6. Press **1** to listen to your new greeting. After you have listened to your greeting:
   - To save the new greeting: Press **3**.
   - To re-record the new greeting: Press **2**.
   - To save the new greeting as a continuous loop: Press **4**. Callers are not able to leave messages. Note that when you select this option, you can only change the greeting back to a normal greeting by recording a new greeting.

## 3.2.2 Listening to Your Greeting

If you want to check your greeting, use the following process.

### To listen to your greeting:

1. Log in 10 to your mailbox.
2. Press **3** to select the option to edit your greeting.
3. Press **1** to hear your greeting. If no greeting has been recorded your will hear *"The message has not yet been recorded"*.

## 3.3 Transfer Options

Your system administrator can set up to 3 transfer numbers for your mailbox. When a caller to your mailbox presses **0**, **2** or **3**, the system transfers them to the matching number configured by your system administrator. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator to find out if they have set any transfer numbers for your mailbox. When this feature is set, remember to alter your mailbox greeting 21 in order to inform callers of the options they can use.

## 3.4 Record Your Name

You hear your name played as a confirmation when you log in to your mailbox. The system also uses it for other system announcements and functions. You can change your name recording at any time.

### To record your name:

1. Log in 10 to your mailbox.
2. Press ***05** to select the option to record your name.
3. Press **1** to hear your current recording.
4. Press **2** to record your name. When prompted, speak your name. The maximum recorded length is 5 seconds.
5. Press **2** when you have finished recording your name.
6. Press **1** to listen to your new recording. Review the recoding and select one of the following options:
   - To save the new recording: Press **3**.
   - To record your name again: Press **2**.

# Chapter 4.
# Voicemail Notification

# 4. Voicemail Notification

There are several ways that the system can alert you when you have a new message.

- **Message Waiting Lamp**
  Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp lights when your mailbox contains any new messages that you have not heard. In addition, many Avaya phones have a **MESSAGE** button which also lights when your mailbox contains new messages.
  - Your system administrator can also configure your message indicators to light when a group mailbox contains new messages. You can then see and access that additional mailbox through Visual Voice 13.
- **Ringback**
  If you enable ringback, whenever you use your phone, immediately after completing the call the system will automatically call you if your mailbox contains any new messages. This is useful if you have a telephone that does not have a message waiting lamp or button.
  - To switch ringback on: Dial ***48**.
  - To switch ringback off: Dial ***49**.
- **Outcalling** 25
  Outcalling allows you to specify a number that the system calls when your mailbox contains any new messages. If you answer the call, the system prompts you to login to hear your messages.
- **Voicemail Email** 25
  The voicemail system can send an email whenever your mailbox receives a new message. The email can be just a simple alert that you have a new message or it can also include an attached copy of the message.

# 4.1 Voicemail Email

You can have notification of new messages sent to your email 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.

In addition to the functions described in this section, if you have an Avaya telephone that supports Visual Voice 13, you can use Visual Voice to control your Voicemail Email settings.

- **Email Address/Enabling Voicemail Email Functions**
  Before you can use the email options, your system administrator must enter your email address into the telephone system configuration. Otherwise, you hear the message *'Email is not enabled on this mailbox'* whenever you try to use an email option. Your system administrator can tell you whether they have configured your mailbox to use email.

This section covers the following actions:

- **Switching on email notification** 25
- **Switching off email notification** 25

## 4.1.1 Switching On Email Notification

When you switch on email notification, you can also select the type of notification required.

### To switch on email notification:

1. Log in 10 to your mailbox.
2. Select the required type of email notification.
   - For an email alert: Press ***02**. When you have a new voicemail message in your mailbox, you will receive an email advising you of this.
   - To have the message forwarded to your email: Press ***01**. When you have a new voicemail message in your mailbox, the system forwards it to your email address as an attachment. The system deletes the original message from your mailbox.

## 4.1.2 Switching Off Email Notification

You can turn off email notification when it is not required. Doing this does not change your other email settings.

### To switch off email notification:

1. Log in 10 to your mailbox.
2. Press ***03**. You hear a confirmation message.

# 4.2 Outcalling

You can receive notification of a new voice message by using the outcalling feature. When you receive a new message, the voicemail system notifies you by calling a number that you have set. You can then retrieve the message from the number at which you received the notification. Systems running Release 7.0 or higher support this option.

Each outcalling alert rings for a duration you can set. The default is 15 seconds. The call ends if not answered. If answered, the system prompts you to enter your mailbox password 20. When answer, the outcalling call automatically ends if:

- You press *# to indicate that you do not want any more outcalling calls for the current new messages.
- You enter the wrong password 3 times.
- More than 5 minutes passes with no response.

Up to 3 outcalling calls are attempted, with a minimum of 15-minutes between calls, unless you answer and press *# or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

This section covers the following actions:

- **Initial outcalling configuration** 26
- **Setting your outcalling destination** 27
- **Setting your outcalling timeout** 27
- **Turning outcalling on** 27
- **Turning outcalling off** 27

- **Answering outcalling calls** 27

## 4.2.1 Initial Outcalling Configuration

The first time you access the outcalling menus, the system prompts you to set a destination number for outcalling alerts. Once set, you can then change the number 27, turn outcalling on 27, turn outcalling off 27 and change the timeout 27 used for how long outcalling calls ring.

### To configure outcalling:

1. Press ***07**. An announcement tells you that you have not configured outcalling.
2. Press **1** to configure your outcalling options. You need to specify the destination telephone number where you want to receive your new voicemail notification.
3. When you have configured an outcalling destination number, you can turn outcalling on/off.

## 4.2.2 Setting Your Outcalling Destination

You can add or change the telephone number that outcalling uses.

### To set your outcalling destination number:

1. Log in to your mailbox.
2. Press ***07** to access your outcalling settings.
3. Press **1**.
4. Press **2** for number entry.
5. Press **1** and then enter the number that you want outcalling to call. Remember to include any external dialing prefix that you would normally dial to make the call.
   - A ***** in the number is treated as a pause (1.5 seconds) in the dialing.
   - To enter a **#** into the number: Dial *#.
   - You can also use internal numbers as your outcalling destination. The calls will follow any internal forwarding and will honor do not disturb. However, the outcalling attempt ends if the call goes to voicemail.
6. Press # to finish number entry.

## 4.2.3 Setting Your Outcalling Timeout

The timeout controls how long the outcalling call rings the destination number before hanging up if not answered. The default is 15 seconds with the maximum being 59 seconds.

If the destination specified is an internal number, outcalling does not go to voicemail if unanswered. However, if the destination is an external number with its own voicemail, the timeout must be set to less than the time before the external voicemail might answer. For example, if you have voicemail active for your mobile telephone, where any calls go to voicemail if not answered after 30 seconds, you must set the outcalling timeout to less than 30 seconds.

### To set your outcalling timeout:

1. Log in to your mailbox.
2. Press ***07** to access your outcalling settings.
3. Press **1**.
4. Press **3** for timeout entry.
5. Enter a number between 5 and 59 and then press #.

## 4.2.4 Turning Outcalling On

Once you have a set an outcalling destination, you can choose to switch outcalling on.

### To turn outcalling on:

1. Log in to your mailbox.
2. Press ***07** to access your outcalling settings.
3. Press **9** to switch outcalling on.

## 4.2.5 Turning Outcalling Off

You can turn outcalling off. Doing this does not delete the outcalling number or timeout you have set.

### To turn outcalling off:

1. Log in to your mailbox.
2. Press ***07** to access your outcalling settings.
3. Press **6** to switch outcalling off.

## 4.2.6 Answering Outcalling Calls

When you have a new message, the system tries to call your outcalling destination number three times with a 15-minute interval between each call.

### To collect a message:

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter your extension number and press **#**.

3. Log in to voicemail in the usual way and collect your new message.

### To cancel further message notification:

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter ***#**. The system cancels any further outcalling for that new message. You still receive outcalling alerts for any subsequent new message.

# Chapter 5.
# Document History

# 5. Document History

| Date | Issue | Changes |
|---|---|---|
| **15th January 2014** | **15a** | • New source for Japanese rebranding. |
| **22nd January 2015** | **15b** | • Further source changes for Japanese rebranding. |
| **20th May 2016** | **15c** | • Correction to visual voice 13 details. Fast forward/rewind now done using right/left cursor keys on the phones. |
| **20th February 2018** | **16a** | • New authoring software and output formats. |

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