IP Office Basic Edition

PARTNER Mode - Embedded Voicemail User Guide (IP Office Mode)

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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 PARTNER Mode system. The system can be configured to support either Intuity emulation mailbox operation or IP Office mode mailbox operation.

This guide is for IP Office IP Office mailbox mode. Your system administrator will confirm which mode your system is using.

1.1 Logging In

By default you can access your mailbox from your extension without needing to use your password as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox password is required. 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.

Logging In to Your Mailbox for the First Time

The first time you call your mailbox you are prompted to record your name and change the mailbox password. The name that you record is used in various system announcements and in the voicemail system directory search.

Typically your mailbox number matches your extension number which is the internal number that people dial to call you. Your system administrator can tell you if your mailbox number is different. Similarly your system administrator can tell you if your mailbox already has a password set. Typically a password is not set until the first time you log in.

1. At your own extension, dial **777**. To access your mailbox from another extension, dial **778.**

2. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. A summary of many of the controls is given in Default Mailbox Controls.

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have <u>logged into</u> <7 a mailbox.

Mailbox

- 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
- Mark Message as new = *06
- Call back sender = **
- Forward message = 6
- 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

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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

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6. Forwarding

- Forward to email = 1
- Forward to extensions = 2
- Forward with header message = 3

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

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*07. Outcalling

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

IMPORTANT
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** while listening to the message.

Alternatively you can remark the message as being new by pressing ***06**.

1.3 Caller Options

Callers to your mailbox can perform the following actions when leaving a message in your mailbox.

- **Skip Your Mailbox Greeting**

  Callers can skip past the greeting message and go straight to the tone that indicates when to leave a message.

- **Transfer to another number** [17]
  Depending on your users settings, the caller can choose to be transferred to another extension rather than leaving a message.

- **Options after leaving a message**

  After leaving a mailbox message, callers can press **#** rather than hanging up immediately. The caller will hear a prompt informing them whether the message has been saved or whether the messages was too short (less than 3 seconds) and so was not saved.

1.4 Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. Visual Voice is not supported on all phones.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. Alternatively your system maintainer can set the **MESSAGES** button on your phone to act as a Visual Voice button.

- On phones that have a display but do not support visual voice operation, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size. Controls that cannot be fitted on the current display are accessed by using the phone's **<** and **>** buttons to move between screen pages.

Button	Functions

Listen	Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Once message playback is selected the available controls change:
	
	- **Previous:** Play the previous message.
	- **Next:** Play the next message.
	- **Rewind:** Rewind approximately 5 seconds.
	- **FFwd:** Step forwards approximately 5 seconds.
	- **Delete:** Delete the current message.
	- **Save:** Mark the messaged as a saved message.
	
	- **Copy:** Copy the message to another mailbox. When pressed as number of additional options are displayed.
	  - **Pre-Rec:** Record a message that will be attached to the start of the message being copied.
	  - **Targets:** Enter the destination for the message copy.
	  - **Done:** Copy the message using the targets entered.
	- **Pause:** Pause the current message. Press the button again to unpause.

Main(0)	Hunt group names are displayed if you have been configured for hunt group mailbox access. The number of new messages in the mailbox is shown after the name. Press the button to access the mailbox in the same way as the **Listen** option above.
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. - **Record:** Record a new greeting. - **Listen:** Listen to the current greeting or the new greeting just recorded. - **Submit:** Submit the new greeting just recorded. - **Delete:** Delete the current greeting. The mailbox will revert to using the default system greeting unless **Record** and **Submit** are used to record a new greeting.
Email	This option is only shown if you have been configured with an email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email 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:

Button	Functions
	• **Email Mode Off:** Voicemail email is not used. • **Email Mode Copy:** New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox. • **Email Mode Fwd:** New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox. • **Email Mode Alert:** A alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.
Password	Change the voicemail mailbox password. To do this requires entry of the existing password.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the Visual Voice 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

After you log in ⌐7⌐ to your mailbox, you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours.

2.1 Listening to Messages

1. Log in to your mailbox ⌐7⌐.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press **1** to listen to your old messages.

2.2 Marking a Message as New

While listening to old or saved messages you can reset the message back to being treated as a new message. This will cause the message waiting indicator on the phone to be lit again. However, if you are using voicemail email ⌐21⌐ or outcalling ⌐22⌐, these are not triggered by changing the status of a message back to new.

1. Press ***06** while listening to the old or saved message.

2.3 Marking a Message as Saved

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

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

2.3.1 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.

1. While you listen to a message, press ******.

2.4 Listening to Saved Messages

1. Log in to your mailbox ⌐7⌐.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press **2** to listen to your saved messages.

2.5 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. If you forward a message you can add a comment to the start of the message.

1. When you are listening to a message, press **6**.

   - To forward the message as it is, press **2**.

   - To add your own message header before forwarding, press **3**. You will be prompted to record your comment 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.

Chapter 3.
Changing Your Settings

3. Changing Your Settings
3.1 Mailbox Access Code

By default you can access your mailbox from your extension without needing to use your password as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox password is required. 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.

Setting and changing a mailbox access code can be done by your system administrator. You can also do it yourself through the mailbox. When changing your password:

- Enter least four digits and up to 15. If you enter less than four numbers you will be prompted to enter a longer code.

- Do not set an obvious code, for example:

    - Do not match your extension number.

    - Do not use a sequence of digits, for example 1234.

    - Do not use the same repeated digit, for example 1111.

3.1.1 To Change Your Access Code

1. Log in to <u>your mailbox</u> 7 .

    - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press **#**.

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 **#**.

5. Re-enter your new access code followed by **#**. The access code will now be changed.

    - 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.

3.1.2 To Remove Your Access Code

1. Log in to <u>your mailbox</u> 7 .

    - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press **#**.

2. Press ***04** to change your password.

3. Enter your current password and press **#**.

4. When you are asked to enter your new password, press **#**.

5. When you are asked to re-enter your password, press **#**. Your password will have been removed.

3.2 Personal Greetings

By default, callers who are directed to your mailbox hear the system greeting "Your call has been answered by Avaya IP Office." You can replace the system greeting with your own personal greeting.

3.2.1 Listening to Your Greeting

1. Log in to your mailbox 7 .

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

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"*.

3.2.2 Changing Your Greeting

1. Log in to your mailbox 7 .

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press **3** to select the option to edit your greeting.

3. Press **2** to change your greeting.

4. When you are 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 you can:

   - Press **3** to save the new greeting. Your new greeting will be used.

   - Press **2** to re-record the new greeting.

   - Press **4** to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting, callers will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

3.3 Transfer Options

Your system administrator can set up to 3 transfer numbers for your mailbox. Callers leaving messages in your mailbox can then press ***0**, ***2** or ***3** to be transferred to the specified numbers. Typically this feature is used to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator to find out if any transfer number have been set for your mailbox. When this feature is set, remember to alter your mailbox greeting 17 in order to inform callers of the option.

3.4 Record Your Name

Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements. You can re-record your name at any time.

To Record Your Name

1. Log in to your mailbox⌐7⌐.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

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 you are prompted, speak your name. Recordings can be a maximum of 5 seconds long.

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:

   - Press **3** to save the new recording.

   - Press **2** to record your name again.

Chapter 4.
Voicemail Notification

4. Voicemail Notification

There are a number of ways in which you can be altered to the fact that you have a new message in your mailbox.

- **Message Waiting Lamp**
  Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp is lit when your mailbox contains any new messages which you have not heard. In addition many Avaya phones have a MESSAGE button which is also lit when your mailbox contains any new messages.
  - Your system administrator also configure your new message indicators to be lit when a hunt group mailbox contains new messages.

- **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** [22]
  Outcalling allows you to specify a number that the voicemail system will call when your mailbox contains any new messages. If you answer the call you will be prompted to login to you mailbox to hear your messages.

- **Voicemail Email** [21]
  The voicemail system can be configured to 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.

- **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 your voicemail system has been configured to use email.

4.1.1 Switching On Email Notification

1. Log in to your mailbox⸂7⸃.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Select the required type of email notification.

   - For a email alert press ***02**.

   - To have the message forwarded to your email, press ***01**.

4.1.2 Switching Off Email Notification

1. Log in to your mailbox⸂7⸃.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press ***03**. You hear a confirmation message to tell you that the option is now turned off.

4.1.3 To Forward a Message to Email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press **6**.

2. Press **1**. The message is forwarded to your email address.

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. This option is only supported on systems running Release 7.0 or higher. Embedded voicemail outcalling only supports a single destination number with no escalation and no time profiles.

Each outcalling call alert will ring for a duration that you can set, the default is 15 seconds. If the call is not answered, it will end the call. If the outcalling call is answered, you will be prompted to enter your mailbox password 16. If you don't have a password set, it will ask for your extension number instead. The outcalling call is ended 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 4 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.

4.2.1 Set Your Outcalling Destination

1. Log in to your mailbox 7.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

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 which 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 is ended if the call goes to voicemail.

6. Press # to finish number entry.

4.2.2 Set Your Outcalling Timeout

The timeout control how long the outcalling call will ring the destination number before hanging up if not answered. The default is 15 seconds.

1. Log in to your mailbox 7.

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

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 #.

4.2.3 Turning Outcalling On

1. Log in to your mailbox 7 .

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press ***07** to access your outcalling settings.

3. Press **9** to switch outcalling on.

4.2.4 Turning Outcalling Off

1. Log in to your mailbox 7 .

   - If your mailbox already has a password set, you will be prompted to enter it. Enter your access code and press #.

2. Press ***07** to access your outcalling settings.

3. Press **6** to switch outcalling off.

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