



IP Office 6.1

Embedded Voicemail Mailbox User Guide

Notices

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya.

End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>. Please note that if you acquired the product from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software on only one Designated Processor, unless a different number of Designated Processors is indicated in the Documentation or other materials available to End User. Avaya may require the Designated Processor(s) to be identified by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation(s) and Product(s) provided by Avaya. All content on this site, the documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil, offense under the applicable law.

Third Party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

Avaya and Aura are trademarks of Avaya, Inc. The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents

For the most current versions of documentation, see the Avaya Support Web site: <http://www.avaya.com/support>

Contact Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. 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>

Contents

1. Embedded Voicemail User

1.1 What's New	7
1.2 Summary of Mailbox Options	8
1.3 Caller Options	8

2. Using Embedded Voicemail

2.1 Accessing your Mailbox and Messages	10
2.2 Default Mailbox Controls	10
2.3 Listening to Your Messages	11
2.4 Forwarding a Message	12
2.5 Replying to Messages	12
2.6 Voicemail Email	13

3. Changing Your Settings

3.1 Changing the Mailbox Access Code	16
3.2 Changing your Greeting	17
3.3 Transfer Options	17
3.4 Record Your Name	18

4. Visual Voice

Index	25
-------------	----

Chapter 1.

Embedded Voicemail User

1. Embedded Voicemail User

1.1 What's New

Here is a list of new features that have been added to IP Office Embedded Voicemail. Note that for existing systems, the addition of new features that use prompts requires the prompt set of existing Embedded Voicemail installations to be upgraded. Refer to the IP Office Embedded Voicemail Installation Manual.

IP Office Release 6.1

- **Skip Your Mailbox Greeting**
Caller's can skip your mailbox greeting by pressing 1. Instead they immediately hear the tone for the start of recording.

IP Office 5.0

- **Dial by Name**
Use of dial by name is supported by embedded voicemail auto attendants. To be included in the names listed and reachable by callers, you must [record a mailbox name](#)^[18].

IP Office 4.2

- [Forward a message or message alert to Email](#)^[13]
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.

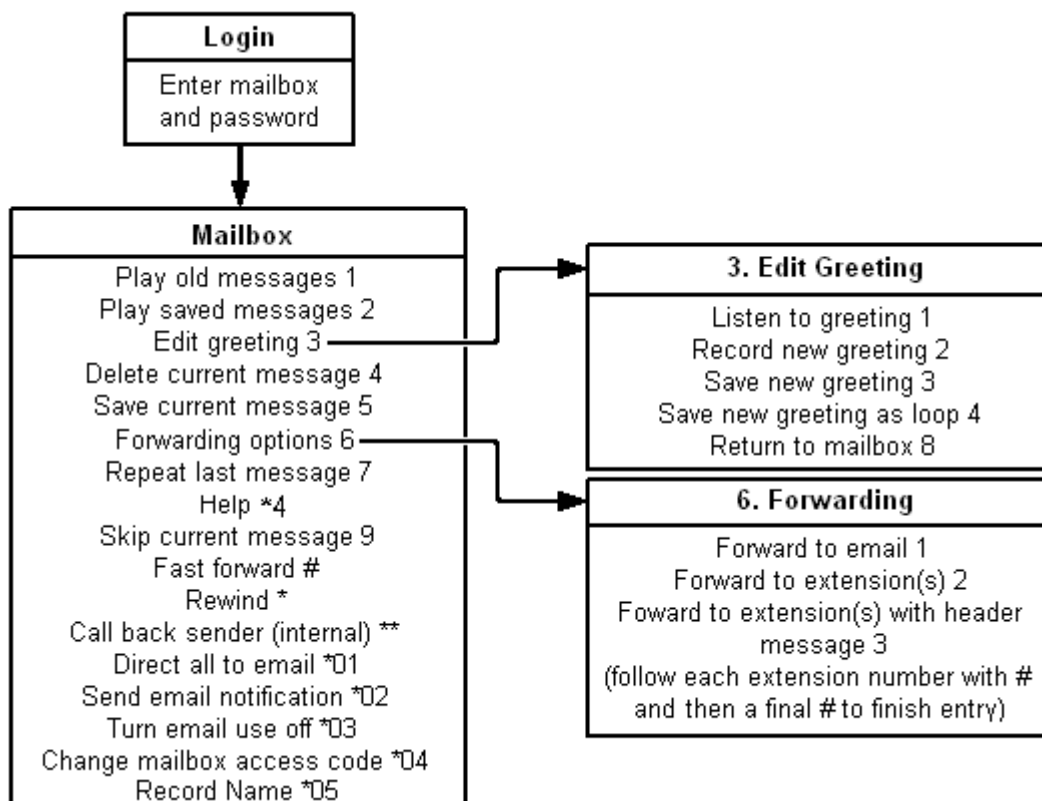
IP Office 4.0

- [Enhanced options when listening to messages](#)^[14]
When a message is being played you can now skip to the next message, rewind or fast forward for approximately 5 seconds.
- [Forward a message](#)^[12]
A message can be forwarded to one or many mailboxes.
- [Reply to a message](#)^[12]
If a CLI is available you can reply to a message to either an internal or external number.
- [Choice of transfer options](#)^[17]
Up to 3 breakout numbers can be set up. When callers are directed to your mailbox they can either leave a message or choose to be transferred to one of three numbers.
- **Fax Transfer**
A fax transfer action can be set within IP Office Manager. If a transfer action has been set, on detecting a fax tone the auto attendant will route the call to the fax transfer destination. For more information, see your system administrator.
- [Visual Voice](#)^[22]
Users can access their mailbox using a soft key programmed for visual voice. A display menu provides the user with options to listen to messages, send messages, change their greetings and password. Access to visual voice is granted by the system administrator using IP Office Manager. The visual voice feature is not available on all telephones. Please refer to the telephone guide for more information.

1.2 Summary of Mailbox Options

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

- Unless you choose to save a message, it is automatically deleted 24 hours after it is played. To save a message while it is playing, press 5.



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 your mailbox greeting by pressing 1. Instead they immediately hear the tone for the start of recording.
- [Transfer to another number](#) ⁽¹⁷⁾
Depending on your users settings the caller may be able to select to be transferred to another extension rather than leaving a message.

Chapter 2.

Using Embedded Voicemail

2. Using Embedded Voicemail

2.1 Accessing your Mailbox and Messages

The method below is the default method available to all users to access their own mailbox. If you have IP Office Phone Manager or an Avaya digital telephone you may be able to access your mailbox using them. Refer to the user guide for Phone Manager or the telephone.

Your system administrator can also configure other methods of access including access to your mailbox from other phones and access to hunt group mailboxes.

To log in to your mailbox:

1. Dial *17 from your own extension.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter you access code.
3. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages.

Once you have accessed your mailbox, you can use the following controls:

Press	Action
1	Play old messages.
2	Play saved messages.
3	Edit mailbox greeting. For more information, see Changing your Greeting ^[17] .
4	Delete current message.
5	Save current message.
*04	Change mailbox access code. For more information, see Changing the Mailbox Access Code ^[18] .
*05	Record your name ^[18] .
*4	Hear Help Prompts.
8	Exit.

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 whilst listening to the message.

2.2 Default Mailbox Controls

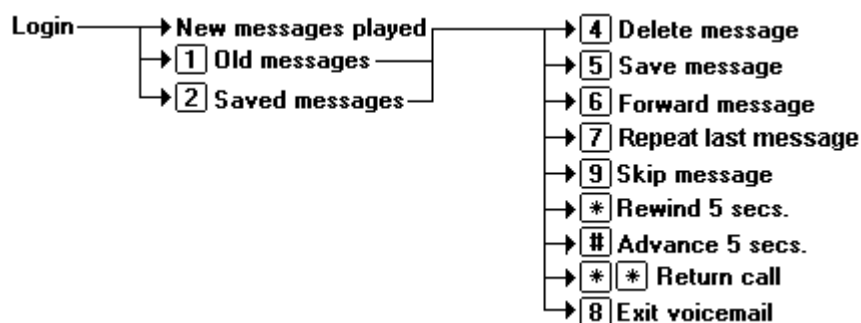
You can use the following IP Office dialing short codes to control your mailbox. These are default system features which can be changed or altered by your system administrator.

For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to the buttons.

- *18: Turn Voicemail On
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.
- *19: Turn Voicemail Off
Switches the above feature off.
- *48: Voicemail Ringback On
If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.
- *49: Voicemail Ringback Off
Switches the above feature off.

2.3 Listening to Your Messages

When you log in 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.



When you listen to any of your messages you have the following options:

- Press 4 to delete the message.
- Press 5 to save the message.
- Press 6 to forward the message. See [Forwarding a Message](#) ^[12].
- Press 7 to repeat the last message.
- Press 8 to exit voicemail.
- Press 9 to skip to the next message.
- Press * to rewind the message a few seconds.
- Press # to advance the message a few seconds.
- Press ** to return the call. See [Replying to Messages](#) ^[12].

To listen to an old message

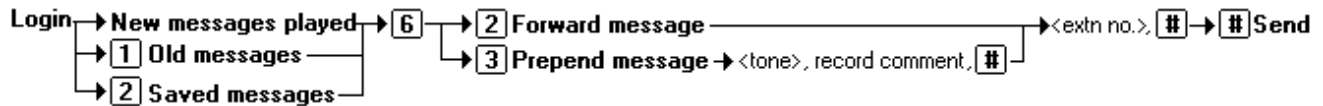
1. Log in to your mailbox.
2. Press 1 to listen to your old messages. You can save the message by pressing 5.

To save a message

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

2.4 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.

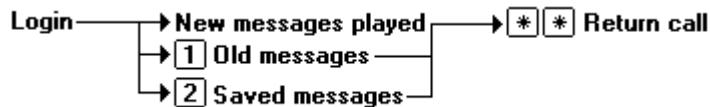


To forward a message:

1. When you are listening to a message, press 6.
2. (Optional) Press 3 to add a comment at the start of the message. You are prompted to record your comment after the tone. Record your comment and press # to finish recording. You are prompted for the forwarding addresses. See step 4.
3. Press 2 to forward the message.
4. Enter the extension number to forward the message to and press #.
 - If you want to send the message to more than one mailbox enter each mailbox extension number separated by a #.
5. Press # to finish addressing and forward the message.

2.5 Replying to Messages

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. A call can only be placed if the CLI was available when the message was left.



To reply to a voice message

1. While you listen to a message, press *. If a CLI was received when the message was left, a call will be placed on that CLI.

2.6 Voicemail Email

For IP Office 4.2+ (excluding Small Office Edition), Embedded Voicemail supports Voicemail Email functions. 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 IP Office 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.



To switch on email notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. Log in to your mailbox.
2. Select the required type of email notification.
 - For a email alert press *02.
 - To have the message forwarded to your email, press *01.

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.

To switch off email notification

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

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



Chapter 3.

Changing Your Settings

3. Changing Your Settings

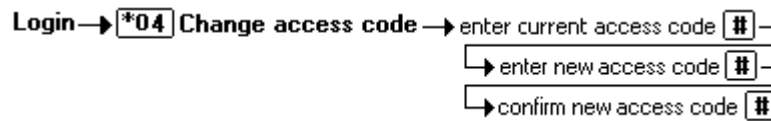
3.1 Changing the Mailbox Access Code

You can set an access code for your mailbox. This access code will be requested whenever you access the mailbox to collect messages. When set the access code must be between 4 and 15 digits in length.

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 access code:

- Enter least four digits. 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.



To change your access code

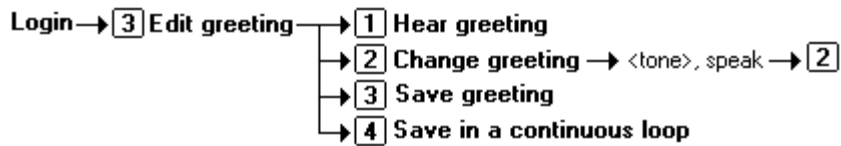
1. Log in to your mailbox.
 - If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.
2. Press *04 to change your access code.
3. Enter your current access code and press #. If you have no current access code just press #.
4. Enter your new access code 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 access code if successful.

To remove an existing access code

1. Log in to your mailbox.
2. Press *04 to change your access code.
3. Enter your current access code and press #.
4. When you are asked to enter your new access code, press #.
5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

3.2 Changing your Greeting

You can override the system greeting with a personal greeting. This is the greeting heard by callers when they are directed to your voicemail. At any time you can listen to your greeting and re-record it.



To listen to your greeting

1. Log in 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 you will hear "The message has not yet been recorded". You need to record a message.

To record or change your greeting

1. Log in to your mailbox.
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

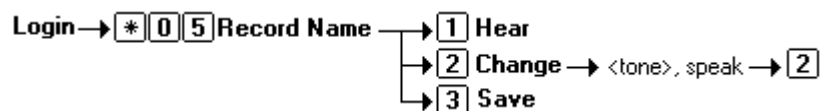
Your system administrator can set up to 3 transfer numbers for your mailbox. Callers leaving messages in your mailbox can then press *0, *2 or *3 to be transferred to the specified numbers. Typically this feature is used to transfer callers to the receptionist or one of your colleagues.

If you have the IP Office Phone Manager application, you can configure the destination numbers yourself through the Phone Manager preferences (View | Preferences | Voicemail | Voicemail Transfer Options).

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 in order to inform callers of the option. For more information, see [Changing Your Greeting](#).

3.4 Record Your Name

You can record your name if required. Your name recording is then used for the Dial by Name feature supported by Embedded Voicemail auto attendants that let callers enter the name of the user they require.



To record or change your greeting

1. Log in to your mailbox.
2. Press *05 to select the option to record your name.
3. Press 1 to hear your current name recording.
4. Press 2 to record your name. .
5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6. Press 2 when you have finished recording your name.
7. Press 1 to listen to your new name recording. After you have listened you can:
 - Press 3 to save the new recording.
 - Press 2 to record the new name again.

Chapter 4.

Visual Voice

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.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. For users on IP Office 4.2 or higher systems, the system maintainer can set the MESSAGES button on your phone to act as a Visual Voice button.

Visual Voice is not supported on all phones. It is only supported on the following phones:

- 1400 Series, 1600 Series, 2400 Series, 4400 Series, 4600 Series, 5400 Series, 9600 Series, T3 Series. [Not XX01 and X02 models]
- 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 (does not include T3 and T3 IP phones).
- 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. 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	<p>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:</p> <ul style="list-style-type: none"> • 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 message as a saved message. • Copy: Copy the message to another mailbox. When pressed as number of additional options are displayed. <ul style="list-style-type: none"> • 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(O)	<p>Hunt group names may be displayed 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.</p>
Message	<p>Record and send a voicemail message to another mailbox or mailboxes.</p>
Greeting	<p>Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.</p> <ul style="list-style-type: none"> • 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	<p>This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office 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:</p> <ul style="list-style-type: none"> • 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.

Button	Functions
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.

Index

C

Changing

- Mailbox Access Code 16
- Your Greeting Message 17

D

- Default Mailbox Access 10
- Delete Message 11

E

- email alert 13
- email notification 13

F

- Fast Forward message 11
- Forwarding 12

G

- Greeting Message 17

H

- Hear Help Prompts 10, 17

M

- Mailbox Access 10
- Mailbox Access Code 16
- Mailbox Controls 10
- Messages 10

P

- Phone Manager 10

R

- Reception Transfer 17
- Reply 12
- Rewind Message 11
- Ringback 10

S

- Save Message 11
- Set
 - Voicemail Reception 17
- Skip Message 11

T

- Turn Voicemail Off 10
- Turn Voicemail On 10

V

- Voicemail 10
- Voicemail Reception 17
- Voicemail Ringback Off 10
- Voicemail Ringback On 10

Y

- Your Mailbox 10

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2010 Avaya Inc. All rights reserved.