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# **IP Office 3.0**

## **IP Office Mode Mailbox Users Guide**



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# Table of Contents

<b>IP Office Mode Mailbox</b> .....	<b>5</b>
Introduction.....	5
Accessing Your Mailbox .....	6
Mailbox Access From Another Location .....	7
General Operation .....	8
Changing Your Greeting Message .....	9
Forwarding Messages .....	10
Voicemail Reception.....	10
Email Options .....	11
Edit Hunt Group Greeting Messages.....	12
<b>Index</b> .....	<b>13</b>



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# IP Office Mode Mailbox

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## Introduction

This manual covers the mailbox controls available to IP Office Voicemail Lite users. The same controls are also available to IP Office Voicemail Pro users if that system is running IP Office telephony mode.

Your System Administrator should advise you if this is the correct voicemail mailbox users guide for your system.

- Depending on the type of phone being used, you may have special features for accessing voicemail. These will be detailed in the appropriate Avaya IP Office user guide for your phone. This guide covers the controls available to mailbox users through the number dialing keys of most phones.
- Voicemail Pro operation may be customized for individual users and groups to provide different options. Your System Administrator should advise you if the operation of your mailboxes differs from normal.

## Accessing Your Mailbox

1. To access your mailbox from your own extension, dial **\*17**.
  - If this is the first time the mailbox has been used, you may be prompted to record a name. Follow the prompts for this process.
2. Once in your mailbox you will hear the number of new messages you have (if any). The system then plays back the new messages. You can press **8** for help on what controls you can use.
  - **To listen to old messages:** Press **1**.
  - **To listen to saved messages:** Press **5**.
3. Whilst listening to a message, you can use the following message options:
  - **Delete the message:** Press **4**.
  - **Save the message:** Press **5**.
  - **Forward the message:** Press **6**.  
See Forwarding Options.
  - **Repeat the last Message:** Press **7**.
  - **Skip the message:** Press **9**.
  - **Call back the sender (if internal):** Press **\*\***.
  - **Fast Forward:** Press **#**.
  - **Rewind:** Press **\***.
  - **Pause:** Press **0**. Use **\*** to restart.
4. Various other options can be used to configure your mailbox. They are detailed in other parts of this guide.
5. To exit your mailbox simple hangup.

Once new messages have been listened, they are then considered old messages and will automatically be deleted 36 hours after they were first played. On Voicemail Pro systems the System Administrator can also set automatic deletion times for old and saved messages.

## Mailbox Access From Another Location

If you regularly access 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 accessing your mailbox from a trusted location you will not be asked for your 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 the access code even from your own extension.

### Setting an Access Code

Once you set an access code, you can access your mailbox from other locations. To set your access code, do the following from your own extension:

1. Dial **\*17** to access your mailbox.
2. When you hear the voice prompt, dial **\*04**.
3. When prompted to key in your current access code, do so. If you do not have one, press **#** (hash).
4. You will be prompted to key in and repeat your new access code, do so.
5. When you hear, "Your access code has now been changed", hang up the phone.

### To access your mailbox from other locations:

1. Call your extension. When you hear your voicemail greeting, press **8**.
2. You will be asked for your access code; once that is entered, you can check your messages.

Your System Administrator can setup other methods for accessing your mailbox from other locations (including external locations). Contact your System Administrator for details.

# General Operation

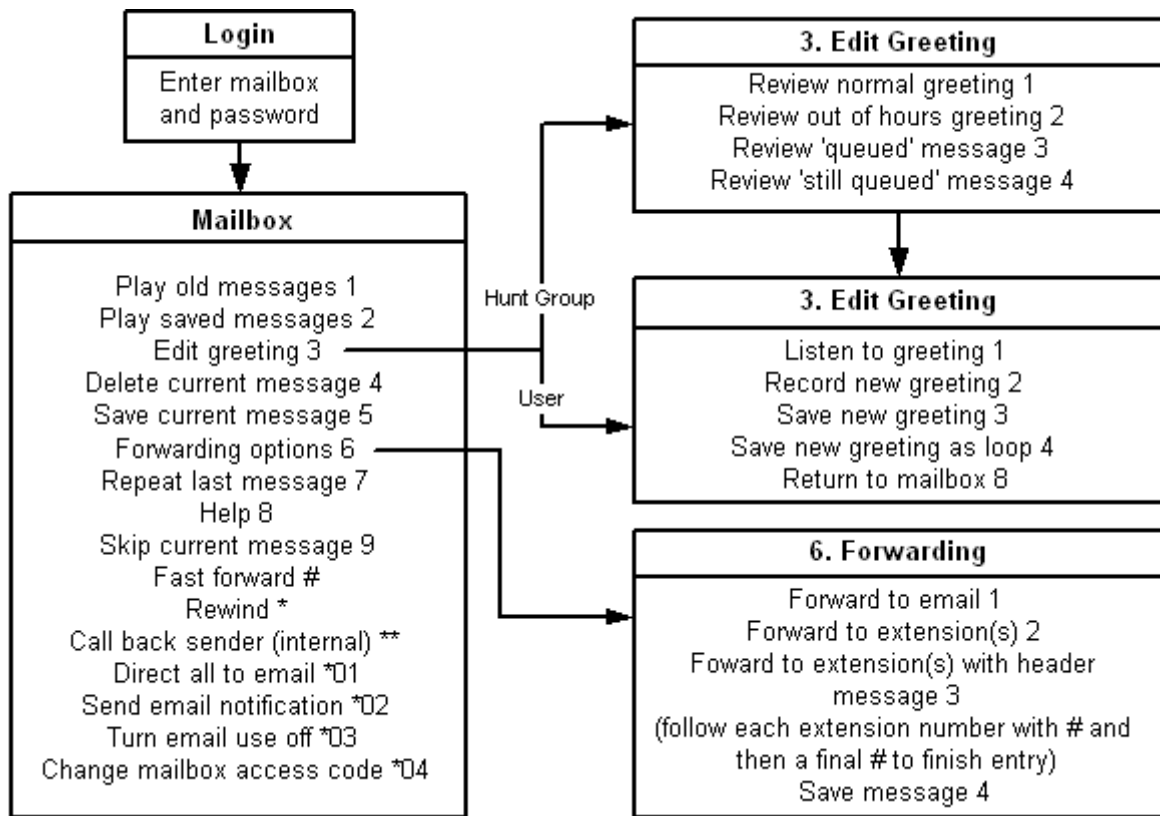
You can use the following default short codes from your own extension.

- **Access your mailbox from your own extension:** Dial \*17.
- **Turn voicemail on/off:** Dial \*18 / \*19.  
When off, this stops the system forwarding callers to your mailbox when you are busy or do not answer. It does not stop messages being forward to your mailbox by other mailbox users.
- **Turn voicemail ringback on/off:** Dial \*48 / \*49.  
When on, ringback occurs whenever you end a call and replace the phones handset (unless another call is waiting). The system will ring your phone and when answered prompt you to access the mailbox.

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

Once in your mailbox, whether from your own extension or remotely, you can use the controls below.

- **Note:** Messages are automatically deleted 36 hours after being played unless you select to save the message (press **5** whilst the message is playing).



- While playing messages the user can also press and hold **0** to pause the message. Press the button corresponding to **Rewind** or **Previous** on the display screen to continue playing the message.
- Email options require setup by your System Administrator.
- Voicemail Pro operation may be customized for some individual users and groups to provide different options.

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## Changing Your Greeting Message

You can record a personalized greeting message for your mailbox. Note: For hunt group mailboxes see Edit Hunt Group Greeting Messages.

Note: When leaving a message in a mailbox, you can skip the greeting message by pressing **2**.

1. Access the mailbox.
2. Press **3**.
3. The options available are:
  - **To hear your greeting message:** Press **1**.  
This option also allows you to hear the currently recorded/default message. After you have recorded a new message, it also allows you to hear the message you have just recorded so that you can then decide to record it again or save it.
  - **To change your greeting message:** Press **2**.  
You will be asked to speak after the tone and then press **2** at the end of the message. The system will see the **2** as the end of message and return to the menu, where you can press **1** to hear the new message and then press **3** to make the recording active. If you do not wish to use the recording you can record it again or just hang up and the previous greeting will still be in use.
  - **To save your greeting message:** Press **3**.  
If you hang up before pressing **3** the previous greeting will be used.
  - **To save your greeting for playing on a continuous loop:** Press **4**.  
This option can be used to continually play the greeting. Callers will not be able to leave a message and cannot press '0' to go to the "reception number" if set.
  - **To exit back to the previous menu:** Press **8**.

## Forwarding Messages

You can select to forward a message.

1. During or immediately after playing the message, press **6**.
2. Select the forwarding option required:
  - **Forward message to email:** Press **1**.  
To use this facility your System Administrator must have entered an email address for you, otherwise the message *"Email is not enabled on this mailbox"* is played. See Email Options.
  - **Forward message to other extensions:** Press **2**.  
You can forward your message to a list of extensions. Enter each extension number followed by a **#** and finish by pressing **#** again. For example:
    - To forward to extensions 201, 202 and 203, key in: 201#202#203##
    - To forward to extension 201 only, key in: 201##
  - **Forward with a message header:** Press **3**.  
This option allows you to add your own recording to the start of the message before forwarding it. You will be prompted to record your message and then press any key to finish recording. You can then enter the list of forwarding extensions as above.
  - **Forward to your saved messages list:** Press **4**.  
This is the same as pressing **5** after playing the message.
  - **Cancel forwarding/Exit to previous menu:** Press **#**.

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## Voicemail Reception

After a caller has been routed to Voicemail, you may wish to give the caller the option to be transferred to another extension, for example; Reception, an assistant or to an external number such as your mobile.

To do this your System Administrator must setup a Voicemail Reception number for you. You should then record a new greeting message (see Changing Your Greeting Message) informing callers that if they press **0** they will be transferred.

## Email Options

Using email you can have notification of new messages sent to your email address. This notification can include a copy of the voicemail message if required. In addition, whilst listening to a message you can select to forward it to your email address.

Your System Administrator will inform you if your voicemail system has been configured to support email. For you to use email options the System Administrator also has to enter your email address. If either of the above are not done, the message *"Email is not enabled on this mailbox"* is played whenever you attempt to use an email option.

1. Access your mailbox.
2. Select the email option you want to use:
  - **To forward all future messages to email:** Press **\*01**.  
Future new messages received in the voicemail mailbox will be forwarded to your email address and deleted from the voicemail mailbox. Overrides email alerts below.
  - **To receive email alert of new messages:** Press **\*02**.  
This option will send you an email alert whenever a new message is left in your voicemail mailbox. Overrides email forwarding above.
  - **To turn email forwarding/alerts off:** Press **\*03**.

## Edit Hunt Group Greeting Messages

Your System Administrator may setup a method for you to access the mailbox of a hunt group. In addition to standard message handling, you can change the hunt groups greeting messages.

1. Access the hunt group mailbox (method depends on option provided by System Administrator).
2. Press **3**.
3. Select the greeting to record:
  - **Standard Greeting:** Press **1**.  
The greeting is used when the hunt group is In Service but all the available hunt group members are busy or set to no answer.
  - **Out of Hours Greeting:** Press **2**.  
The greeting is used when the hunt group is in Night Service or Out of Service or out of hours specified by an IP Office Time Profile.
  - **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 still waiting to be answered. It is repeated every 20 seconds.
4. After selecting the greeting to record, you can use the following options:
  - **To hear the recording:** Press **1**.
  - **To record a new greeting:** Press **2**.  
You will be prompted to press 2 again when you have finished recording. You will then be returned back to the menu to enable you to hear the new message, record or save the message
  - **To save the new recording:** Press **3**.

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# Index

- A**
  - Access Code
    - Setting 7
  - Access Code 7
  - Accessing
    - voicemail 5
    - Your Mailbox 6
  - Accessing 5, 6
  - Avaya 20 Series 5
  - Avaya IP Office 5
- C**
  - Cancel forwarding/Exit 10
  - Change
    - Your Greeting Message 9
  - Change 9
  - Corresponding
    - Rewind 8
  - Corresponding 8
- D**
  - Diverted
    - voicemail 5, 8
  - Diverted 5, 8
- E**
  - Edit Hunt Group Greeting Messages 11
  - Email
    - entered 10
    - Select 11
  - Email 8, 10, 11
  - Email forwarding/alerts 11
  - Email Options 11
  - Entered
    - email 10
  - Entered 10
- F**
  - Fast Forward 6
  - Forwarding
    - Messages 10
  - Forwarding 10
- G**
  - General Operation 8
- H**
  - Hangup 6
  - Hours Greeting 11
- I**
  - In Service 11
  - Introduction 5
  - IP Office
    - running 5
  - IP Office 5
  - IP Office Time Profile 11
  - IP Office Voicemail Lite 5
  - IP Office Voicemail Pro 5
- M**
  - Mailbox Access From Another Location 7
  - Message
    - Forwarding 10
  - Message 6, 10
- N**
  - Night Service 11
- O**
  - Out
    - Service 11
  - Overrides email 11
- P**
  - Previous 8
- Q**
  - Queue Greeting 11
- R**
  - Reception 10
  - Recorded/default 9
  - Rewind
    - corresponding 8
  - Rewind 8
  - Ringback 8
  - Routed
    - Voicemail 10
  - Routed 10
  - Running
    - IP Office 5
  - Running 5
- S**
  - Select
    - email 11
  - Select 11
  - Service
    - Out 11
  - Service 11
  - Setting
    - Access Code 7
  - Setting 7
  - Standard Greeting 11
  - Still Queued Greeting 11
  - System Administrator 5, 6, 7, 8, 10, 11
- T**
  - Turn voicemail on/off 8
  - Turn voicemail ringback on/off 8
- U**
  - Using email 11
- V**
  - Vmail 5
  - Voicemail
    - accessing 5
    - diverted 5, 8
    - routed 10
  - Voicemail 5, 7, 8, 10, 11
  - Voicemail Pro 5, 6, 8
  - Voicemail Reception 10
- Y**
  - Your Greeting Message
    - Changing 9
  - Your Greeting Message 9
  - Your Mailbox
    - Accessing 6
  - Your Mailbox 6

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