



# **IP Office 3.0**

## **Embedded Voicemail User Guide**



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# Embedded Voicemail User

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## Accessing Your Mailbox and Messages

This document covers voicemail mailboxes provided by Embedded Voicemail on the IP Office.

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 phone you may be able to access your mailbox using them, refer to the user guide for Phone Manager or the phone.

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

- **IMPORTANT**

It is important to note that once a new message has been listened to, it is marked as 'old'. Old messages are 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.

### Default Mailbox Access

1. To access your mailbox, dial **\*17** from your own extension.
  - Some Avaya telephones have a dedicated voicemail key which can also be used to access your mailbox.
  - If your Avaya telephone has DSS keys, your System Administrator can program on of those keys to access your mailbox.
2. If your mailbox has an access code set, you will be prompted to enter it.
3. Enter you access code.
4. You will hear a prompt telling you how many messages you have.
5. The voicemail system will start playing your new messages.
6. Once you have accessed your mailbox, you can use the following controls:
  - **Play old messages:** Press **1**.
  - **Play saved messages:** Press **2**.
  - **Edit mailbox greeting:** Press **3**.  
See Changing Your Greeting Message.
  - **Delete current message:** Press **4**.
  - **Save current message:** Press **5**.
  - **Change mailbox access code:** Press **\*04**.  
See Amend an Access Code from Extension.
  - **Hear Help Prompts:** Press **\*4**.
  - **Exit:** Press **8**.

## 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 as follows:

1. Dial **\*17** from your extension.
2. If your mailbox already has an access code set, you will be prompted to enter it. Enter your access code.
3. Dial **\*04**.
4. When asked for the access code enter your current access code and **#**. If you have no current access code just press **#**.
5. Enter your new access code followed by **#**. Ensure that the code is at least four digits in length. If you enter a short code you will be prompted to enter a longer code.
  - To remove an exist access code and return the mailbox to not having an access code, just press **#**.
  - Do not set an obvious code, for example:
    - Do not match your extension number.
    - Do not use a sequence of digits, eg. 1234.
    - Do not use the same repeated digit, eg. 1111.
6. Re-enter your new access code followed by **#**. The access code will now be changed.
7. 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.

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## Changing Your Greeting Message

You can record a personalized greeting message by pressing **3** whilst in your mailbox.

The following options are available:

- **Hear your greeting message:** Press **1**.  
This option also allows you to hear the message you have just recorded so that you can then decide to record it or save it.
- **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 or just hang up and the previous greeting will still be in use.
- **Save your greeting message:** Press **3**.  
If you hang up before pressing **3** the previous greeting will be used.
- **Save your message 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.
- **Hear Help Prompts:** Press **\*4**.
- **Exit to Previous Menu:** Press **8**.

## 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 phones that include DSS keys, your System Administrator can also assign these functions to DSS keys.

- **\*18: Turn Voicemail On**  
Causes calls to go to voicemail when you are busy or don't answer or the extension to which you forward your calls doesn't answer.
  - **\*19: Turn Voicemail Off:**  
Switches the above feature off.
- **\*48: Voicemail Ringback On:**  
When 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.

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## Operator / Reception Transfer

Your system administrator can set a **Voicemail Reception** number for your mailbox. Callers leaving messages in you mailbox can then press **\*0** to be transferred to that number.

Typically this feature is used to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator if you want such a number set for your mailbox. When this feature is set, remember to alter your mailbox greeting in order to inform callers of the option. See Changing Your Greeting Message.





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