IP Office

Embedded Voicemail User Guide (Intuity Mode)

15-604067 Issue 12f - (19 August 2013)

© 2013 AVAYA All Rights Reserved.

Notice
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.
For full support, please see the complete document, Avaya Support Notices for Hardware Documentation, document number 03–600759.
For full support, please see the complete document, Avaya Support Notices for Software Documentation, document number 03–600758.
To locate this document on our website, simply go to http://www.avaya.com/support and search for the document number in the search box.

Documentation disclaimer
“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees 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 websites referenced within this site or documentation 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 its hardware and Software (“Product(s)”). 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 website: http://support.avaya.com. Please note that if you acquired the Product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, 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 CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA CHANNEL PARTNER. 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 AVAYA CHANNEL PARTNER; 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 you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. 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 you. “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.

License type(s)
Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order 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.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Database License (DL). End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than a single instance of the same database.

CPU License (CP). End User may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not reinstall or operate the Software on Server(s) with a larger performance capacity without Avaya’s prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. “Named User”, means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya’s sole discretion, a “Named User” may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”).

Heritage Nortel Software
“Heritage Nortel Software” means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at http://support.avaya.com/LicenseInfo under the link “Heritage Nortel Products”. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright
Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product 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 unless expressly authorized by Avaya. 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.

Virtualization
Each vAppliance will have its own ordering code. Note that each instance of a vAppliance must be separately ordered. If the end user customer or Avaya channel partner would like to install two of the same type of vAppliances, then two vAppliances of that type must be ordered.
Each Product has its own ordering code. Note that each instance of a Product must be separately licensed and ordered. “Instance” means one unique copy of the Software. For example, if the end user customer or Avaya channel partner would like to install two instances of the same type of Products, then two Products of that type must be ordered.

Third Party Components
“Third Party Components” mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: http://support.avaya.com/Copyright. You agree to the Third Party Terms for any such Third Party Components.

Note to Service Provider
The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

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 Toll 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 website: http://support.avaya.com. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks
The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation 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 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. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation
For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com.

Contact Avaya Support
See the Avaya Support website: http://support.avaya.com for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com, scroll to the bottom of the page, and select Contact Avaya Support.

Contents

1. Embedded Voicemail

1.1 Logging In 10
1.1.1 First Time Login 10
1.1.2 Trusted Sources 11
1.1.3 Switching to Another Mailbox 11
1.1.4 Normal Login 11
1.2 Default Mailbox Controls 12
1.3 Caller Options 13
1.4 Full Mailbox 13
1.5 Visual Voice 14

2. Listening to Messages

2.1 Listening to Messages 17
2.2 Marking a Message as Saved 17
2.3 Forwarding a Message 18
2.4 Calling the Sender 18
2.5 Replying to a Message 18
2.6 Sending a New Message 19

3. Changing Your Settings

3.1 Changing Your Password 22
3.2 Personal Greeting 23
3.2.1 Recording Your Greeting 23
3.2.2 Deleting Your Greeting 23
3.2.3 Listening to Your Greeting 23
3.3 Transfer Options 24
3.4 Record Your Name 24

4. Voicemail Notification

4.1 Voicemail Email 27
4.2 Outcalling 28
4.2.1 Initial Outcalling Configuration 28
4.2.2 Setting Your Outcalling Destination 29
4.2.3 Setting Your Outcalling Timeout 29
4.2.4 Turning Outcalling On 29
4.2.5 Turning Outcalling Off 29
4.2.6 Answering Outcalling Calls 30
Index 31

Chapter 1.
Embedded Voicemail

1. Embedded Voicemail

This user guide is for Embedded Voicemail provided by an IP Office system running in IP Office Essential Edition, IP Office Preferred Edition or IP Office Advanced Edition mode.

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

- **First time login** 10
- **Trusted Sources** 11
- **Switching to another mailbox** 11
- **Normal login** 11
- **Mailbox controls** 12
- **Caller options** 13
- **Visual voice** 14

1.1 Logging In

1.1.1 First Time Login

The first time you call your mailbox, the system prompts you to set a mailbox password and to record your name. The system uses the password to control access to your messages and mailbox settings. It uses the name you record in announcements to callers. Though set during the initial mailbox login, you can change the password 22 and change the recorded name 24 at any time.

To login:

1. Dial ***17**.
2. At the prompt, if dialing from your own extension, press **#**. Otherwise, enter your extension number and press #.
3. When prompted for a password press #. If this is not accepted, contact your system administrator who may have already set a password for your mailbox.
4. If no password is already set, the system requests you to set a password for your mailbox. Enter a new password and press **#**.
   - Enter at least four digits and up to 15. If you enter less than four numbers, the system will prompt you to enter a longer code. Do not set an obvious code. For example, the system will not allow you to use the following:
     - Your extension number.
     - A sequence of digits, for example 1234.
     - The same repeated digits, for example 1111.
5. Re-enter the new password and press **#**.
6. The system now requests you to record your name.
   a. Press **1**. At the tone, speak your name and then press **1** again.
   b. The system plays back your recording. Press **#** to accept the recording or **1** to record again.
7. After you log in, the voice prompts provide instructions. See Default Mailbox Controls 12 for a summary of the controls.

1.1.2 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.

1.1.3 Switching to Another Mailbox

Some users may have access to multiple mailboxes. For example, in a call centre or a hunt group, supervisors may need to check multiple mailboxes. You can use the re-login feature to access mailboxes sequentially, without needing to disconnect after checking each mailbox.

To switch to another mailbox:

1. While already logged in to a mailbox, dial ****7**. You can then specify the new mailbox required.

1.1.4 Normal Login

If you have already completed a first time login 10, the subsequent login process is much faster.

To login:

1. Dial ***17**.
2. The system prompts you to enter the number of the mailbox you want to access. If dialing from your own extension, for your mailbox, just press **#**. Otherwise, enter your extension number and press **#**.
3. 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 11 for that mailbox.
4. After you log in, the voice prompts provide instructions. See Default Mailbox Controls 12 for a summary of the controls.
   - For help at any time: Press ***4**.
   - To return to the activity menu: Press ***7**.
   - To exit the system: Press ****9**.

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have logged into 11 a mailbox.

Activity Menu

- Record messages = 1
- Get messages = 2
- Greetings = 3
- Help = *4
- Personal options = 5
- Outcalling = 6
- Re-login = **7
- Exit = **9

1. Record messages

- Record message = 1
  - Start/stop recording = 1
  - Rewind = 2
  - Replay = 5
  - Advance = 6
  - Playback = 23
  - Delete = *3
  - Approve = #
    - Enter address and press #
    - Cancel address = *3
    - Finish addressing = #

2 Get messages

- Listen to message = 0
- Reply/Forward = 1
- Restart = 2
- Skip to previous = *2
- Pause/resume = 3
- Replay header = 23
- Back/restart = *5
- Advance to end = 6
- Save and skip message = **4
- Save and play next = #
- Delete = *3
- Save = **7

3 Greetings

- Listen to greeting = 0
- Create, change, or delete greeting = 1
- Activate = 3

5 Personal options

- Password = 4
- Record name = 5

6 Outcalling

- Configure outcalling = 1
- Change number = 3
- Turn outcalling off = 6
- Turn outcalling on = 9

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 ****7** while listening to the message.
- To mark the current message as saved and skip to the next message: Press **4.
- To mark the current message as saved and play the next message: Press #.

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** 24
  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. They can then select additional options:
  - ***7 - Login**
    Using *7 you can select to login 11 to a mailbox to collect messages.
  - ****9 - Disconnect**
    This option will disconnect your 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 mailbox using the display menu of your phone rather than following spoken mailbox prompts. Not all phones support Visual Voice.

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 (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. You can access controls not shown on the current display by using the phone's **<** and **>** buttons to move between screen pages.

Button	Functions

Listen	Accesses your mailbox. When pressed, the screen shows 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, the phone displays:
	  • **Pre-Rec:** Record a message to attach to the start of the copied message.
	  • **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 may be displayed you have been configured for hunt group mailbox access. The number shows the number of new messages in the mailbox. 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 you have not recorded a greeting, the system's uses its default mailbox greeting. • **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 reverts to using the default system greeting.
Email	This system shows this option if you have a configured email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option used for new messages received by your mailbox. Use **Change** to change the mode displayed. Press **Done** to save the change. The 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.
Password	Change the mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail usage on or off. When off, the voicemail system does not answer unanswered calls.

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

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
- **Replying to a message** 18
- **Sending a new message** 19

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 starts with your new messages, then your saved messages and then finally your old messages. When you retrieve your messages, each message starts with a header which contains details about who left the message (if known) and when.

To listen to your messages:

1. Log in 11 to your mailbox.
   - The system announces the number of new messages.
2. Press **2** to get your messages. The system plays the header details of the first message.
   - During or after the header, to listen to the actual message: Press **0**. As you listen to your messages, you can use the following controls to listen to all or part of the message again.
   - To restart message: Press **2**.
   - To replay header: Press **23**.
   - To pause: Press **3**.
   - To resume: Press **3**.
   - To rewind 5 seconds: Press **5**.
   - To restart: Press ***5**.
   - To fast forward 5 seconds: Press **6**.
   - To save a new or old message: Press **7**.
3. When you have listened to the message, you have the following options:
   - To reply to or forward the message: Press **1**.
   - To delete the message and continue to the next message: Press ***3**.
   - To skip the message and play the next message: Press **#**.
   - To skip to the next message: Press ***#**.
   - To leave the message in current category and skip to next category: Press ****4**.
   - To go back to previous message: Press ***2**.
   - To hang up and end voicemail: Press ****9**.

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. While listening to a new or old message, press ****7** to save it.

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 **1**.
2. Press **2** to forward the message with a comment.
3. After the tone, record your comment:
   - To stop recording: Press **1**.
   - To restart recording: Press **1** again.
   - To rewind the recording: Press **2**.
   - To play back the recording: Press **23**.
   - To delete the recording: Press ***3**.
   - To approve the recording: Press **#**. Recordings must be at least 3 seconds long
4. Enter a mailbox number (or dial the required name) and then press **#**.
   - Repeat until you have entered all the mailboxes to which you want to forward the message.
   - To delete the last number that you entered: Press ***3**.
5. Press **#** to finish addressing.

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 the message, press **1**.
2. To attempt the call, press **0**. The system logs you out of your mailbox.

2.5 Replying to a Message

When you receive a voice message from an internal caller, you can send a reply message to the sender. You can choose to reply with or without the original message attached.

To reply to a message:

1. While listening to the message, press **1**.
2. To reply to the message with voicemail press **1** again.
3. Select the type of reply:
   - To reply without attaching the original message: Press **6**.
   - To reply with the original message attached: Press **9**.
4. After the tone, record your reply:
   - To stop recording: Press **1**.
   - To restart recording: Press **1** again.
   - To rewind the recording: Press **2**.
   - To play back the recording: Press **23**.
   - To delete the recording: Press ***3**.
   - To approve the recording: Press **#**. Recordings must be at least 3 seconds long

2.6 Sending a New Message

When you are listening to a message, you can record a new message and send it to another mailbox or mailboxes.

To send a message:

1. While listening to your messages, press **1**.
2. After the tone, record your message:
   - To stop recording: Press **1**.
   - To restart recording: Press **1** again.
   - To rewind the recording: Press **2**.
   - To play back the recording: Press **23**.
   - To delete the recording: Press ***3**.
   - To approve the recording: Press **#**. Recordings must be at least 3 seconds long

Chapter 3.
Changing Your Settings

3. Changing Your Settings

This section covers the following topics:

- **Changing your password** 22
- **Recording a greeting** 23
- **Deleting a greeting** 23
- **Listening to your greeting** 23
- **Breakout transfer options** 24
- **Recording your name** 24

3.1 Changing Your Password

You are required to have a mailbox password set. The system asks you to set a password when you first login to the mailbox. If somehow that password becomes removed, the system asks you to set a new password. When accessing your mailbox from a trusted source (see below), you do not need to enter your password. By default, the system sets your extension as a trusted source. To access to your mailbox from other locations, including in response to Outcalling, you will need to enter your password.

To change your password:

1. Log in 11 to your mailbox.
2. Press **5** to access your personal options.
3. Press **4** to change your password.
4. Enter the new password and press **#**.
    - Enter at least four digits and up to 15. If you enter less than four numbers, the system will prompt you to enter a longer code. Do not set an obvious code. For example, the system will not allow you to use the following:
        - Your extension number.
        - A sequence of digits, for example 1234.
        - The same repeated digits, for example 1111.
5. Re-enter the new password and press **#**.

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. If they do this, the system will prompt you to set a new password when you next log in. Alternatively, the administrator can set the new password for you.

3.2 Personal Greeting

By default, callers to your mailbox hear the default system greeting. *"Your call has been answered by Avaya IP Office."* You can replace this with a personal greeting.

You can delete your personal greeting at any time. If you delete it, the system plays the default system greeting to callers.

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 11 to your mailbox.
2. Press **3** to select personal greetings.
3. Press **1** to create or change a greeting.
4. Start speaking your greeting at the tone.
5. When you have finished press **1** to edit your greeting.
6. Press **2 3** to playback the greeting that you have just recorded.
7. Press **#** to confirm the recording. The system announces the number of the greeting just recorded. If you want to add to the recording, press **1**. Start speaking the extra words, press **1** when finished.
8. Press **#** to save the recording.

3.2.2 Deleting Your Greeting

You can delete a personal greeting any time. If you delete it, the system plays the default system greeting to callers.

To delete your greeting:

1. Log in 11 to your mailbox.
2. Press **3** to select personal greetings.
3. Press **1** to create, change or delete a greeting.
4. Press ***3**. The system deletes the greeting.

3.2.3 Listening to Your Greeting

At any time you can check, and if necessary change, each of your existing personal greeting messages.

To listen to your greeting:

1. Log in 11 to your mailbox.
2. Press **3** for personal greetings.
3. Press **0** to listen to a greeting. If you have not recorded a greeting, you hear *"Greeting not recorded."*
4. Press **#** to return to the main greetings menu.

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. For the **0** option, the caller can also press ***0**. 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 23 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 11 to your mailbox.
2. Press **5** to for personal options.
3. Press **5**. If you have already recorded your name, you hear it played back to you. You also hear an explanation of when your name is used.
4. After the tone, speak your name and then press **1** to stop recording. The maximum length is 12 seconds. When you have finished recording your name, the system plays back the recording.
5. Review the recording and select one of the following options:
   - To record your name again: Press **1**.
   - To accept the recording: Press **#**.
6. Hang up or choose another option.

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 14. You can also access it by using the group extension number during mailbox login instead of your extension number.
- **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** 28
  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** 27
  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.

There are no Voicemail Email controls available to you through your mailboxes spoken prompts interface. However, if you have an Avaya telephone that supports Visual Voice 14 operation, 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.

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 IP Office 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 22. 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** 28
- **Setting your outcalling destination** 29
- **Setting your outcalling timeout** 29
- **Turning outcalling on** 29
- **Turning outcalling off** 29
- **Answering outcalling calls** 30

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 29, turn outcalling on 29, turn outcalling off 29 and change the timeout 29 used for how long outcalling calls ring.

To configure outcalling:

1. Press **6**. 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 **6** to change outcalling information.
3. Press **1** to configure your outcalling options.
4. Press **1** to change or enter the destination number.
5. Press **1**, enter the new destination number then press **#**. The system plays back the number.
   - If you need to re-enter the destination number: Press **1**.
6. Press **#** to accept and enable the new destination.
   - You can change the time out setting by pressing **2**.
   - Enter the new value in seconds and press **#**. The system plays back the new settings.
   - Press **#** to accept and enable the new configuration.
7. Press ***7** to return to the activity menu.

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 **6** for change outcalling information.
3. Press **1** to configure your outcalling options.
4. Press **2** to change the length of the timeout.
5. Enter the time out length between 5 and 59 seconds.
6. Press **#** to confirm the time out length.
7. Press ***7** to return to the outcalling menu.

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 **6** 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 **6** 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 **#**. You hear the *"Welcome to Avaya IP Office"* announcement.
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.

Index

A

Alerts
- Email 27
- Outcalling 28

Answer
- Outcalling 30

Attach
- Original message 18

B

Breakout 24
Button 14

C

Call sender 18
Change
- Greeting 23
- Name 24
- Password 22

Collect 17
Collecting messages
- Outcalling 30

Copy
- to email 14

D

Delete 17
- Greeting 23

Destination
- Outcalling 29

Disable
- Outcalling 29
- Ringback 12
- Voicemail 12, 14

E

Email 27
- Alert mode 14
- Mode 14

Enable
- Outcalling 29
- Ringback 12
- Voicemail 12, 14

Erase
- Greeting 23

F

Fast forward 17
First login 10
Forward
- to email 14

Forward a message 18

G

Greeting
- Delete 23
- Listen to 23
- Record 23

L

Leave a message 13
Listen 17
Listen to
- Greeting 23

Login 11
- First time 10

M

Mailbox
- Full 13
- Login 11
- Name 24
- Password 11, 22
- Switch to another 11
- Trusted source 11

Mailbox Controls 12
Mark
- as saved 17

Message
- Button 14
- Call sender 18
- Collect 17
- Delete 17
- Fast forward 17
- Forward 18
- Leave 13
- Listen 17
- Play 17
- Repeat 17
- Reply 18
- Rewind 17
- Save 17
- Send 19
- Skip 17

N

Name 24

O

Outcalling 28
- Answer 30
- Destination 29
- Disable 29
- Enable 29
- Timeout 29

P

Password 11, 22
Play 17

R

Reception 24
Record
- Greeting 23
- Name 24

Repeat 17
Reply to a message 18
Reply to sender 18
Rewind 17
Ringback 12

S

Save 17
Send
- a message 19

Set
- Password 22

Skip 17
- Your Mailbox Greeting 13

T

Timeout 29
Transfer 24
Trusted source 11

V

Visual voice 14
Voicemail
- On/Off 12

Voicemail email 14, 27

Voicemail Ringback
On/Off 12

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.

© 2013 Avaya Inc. All rights reserved.