



# **Using IP Office Embedded Voicemail Intuity Mode**

Release 11.1 FP2  
Issue 4  
January 2023

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## Contents

<b>Chapter 1: Embedded Voicemail overview</b>	7
Which Voicemail Do I Have?	7
Logging in for the first time	8
First time login	8
Normal Login	9
Trusted sources	9
Switching to another mailbox	10
Default mailbox controls	10
Short codes	11
Full mailbox	11
<b>Chapter 2: Caller options</b>	12
Skipping your mailbox greeting	12
Transferring to another number	12
Leaving a message	13
<b>Chapter 3: Listening to messages</b>	14
Listening to messages	14
Marking a message as saved	15
Forwarding a message	15
Calling the sender	16
Replying to a message	16
Sending a new message	17
<b>Chapter 4: Personal greeting</b>	18
Recording your greeting	18
Deleting your greeting	19
Listening to your greeting	19
<b>Chapter 5: Changing Your Mailbox Settings</b>	20
Changing your voicemail password	20
Transfer options	21
Recording your name	21
<b>Chapter 6: Voicemail Notification</b>	22
Message Waiting Lamp	22
Voicemail Ringback	22
Voicemail email	23
Outcalling	23
Initial Outcalling Configuration	24
Setting your outcalling destination	24
Setting your outcalling timeout	25
Turning outcalling on	25
Turning outcalling off	26

Answering outcalling calls..... 26

**Chapter 7: Visual Voice..... 28**

    Using Visual Voice to Transfer Calls..... 28

    Visual voice controls field descriptions..... 28

**Chapter 8: Additional Help and Documentation..... 31**

    Getting Help..... 31

    Getting Help..... 31

    Additional Documentation..... 32

# Chapter 1: Embedded Voicemail overview

This document covers mailbox operation on IP Office system using Embedded Voicemail running in Intuity mailbox mode. If you are not sure which system you have and the mode it is operating in, see [Which Voicemail Do I Have?](#) on page 7.

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## Which Voicemail Do I Have?

The operation of voicemail is highly customizable. So it is important that you use the correct mailbox guide:

### How Do I Determine Which Guide to Use?

Your system administrator can tell you what type of voicemail your Avaya IP Office system is using. However, the following process may help you to determine it for yourself:

1. On your phone, dial \*17 to access voicemail.
2. After the initial greeting, if the voicemail asks “Please enter extension and pound key”, then the voicemail system is running in Intuity mode. Otherwise, go to step 3.
  - a. Press 7. If the system responds with a set of scan options, your voicemail server is Voicemail Pro.
  - b. If the system doesn't respond, your voicemail server is Embedded Voicemail.
3. If otherwise, your voicemail system is running in IP Office mode. Press \*05.
  - a. If the system responds with a set of options, your voicemail server is Embedded Voicemail.
  - b. If the system doesn't respond, your voicemail server is Voicemail Pro.

Depending on the above, the following mailbox user guides are available:

- [Using IP Office Embedded Voicemail IP Office Mode](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using a Voicemail Pro IP Office Mode Mailbox](#)



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## Logging in for the first time

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 and change the recorded name at any time.

### Procedure

1. Dial **\*17**.
2. At the prompt, if dialing from your own extension, press **#**. Otherwise, enter your extension number and press **#**.
3. When the system prompts for a password, press **#**. If the system does not accept this, contact your system administrator who may have already set a password for your mailbox.
4. If your system administrator has not set a password, the system requests you to set a password for your mailbox. Enter a new password and press **#**.
  - You must enter at least four digits and up to 15.
  - Do not set an obvious code for a password like a sequence of digits such as 1234 or the same repeated digits such as 1111
  - Do not use your own extension number.
5. The system prompts you if the new password does not match its requirements. Re-enter the new password and press **#**.
6. The system now requests you to record your name.
  - a. Press **1**.
  - b. At the tone, speak your name and then press **1** again. The system plays back your recording.
  - c. Press **#** to accept the recording or **1** to record again.
7. After you log in, the voice prompts provide instructions. For a summary of the controls, see [Default mailbox controls](#) on page 10.

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## 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 and change the recorded name at any time.



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## Normal Login

### About this task

Use this procedure to login to your mailbox after you have completed a first time login (see [First time login](#) on page 8).

### Procedure

1. Dial **\*17**.
2. The system prompts you to enter the number of the mailbox you want to access. If you are dialing from your own extension, for your mailbox, just press **#**. Otherwise, enter your extension number and press **#**.
3. If the system requests the mailbox password, enter it and press **#**.
  - The system requests a password if you are accessing a mailbox from a number that is not set as a trusted source for that mailbox. See [Trusted sources](#) on page 9.
  - Once you have logged in, you can change the mailboxes voicemail password if required. See [Changing your voicemail password](#) on page 20.
  - If you have forgotten your voicemail password, contact your system administrator. They cannot see your current password but can reset it to either blank or a known value. If set to blank, you will be prompted to set a new password when logging in.
4. After you log in, the voice prompts provide instructions. For a summary, see [Default mailbox controls](#) on page 10.

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## 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 this or also add other numbers as trusted sources for your mailbox if you require.

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.

## Switching to another mailbox

### About this task

Some users may have access to multiple mailboxes such as supervisors in a call centre or a hunt group who 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

### Procedure

1. Login to a mailbox.
2. Dial \*\*7.
3. Specify the new mailbox required.

## Default mailbox controls

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

<ul style="list-style-type: none"> <li>• <b>Record messages:</b> Press 1.</li> <li>• <b>Get messages:</b> Press 2.</li> <li>• <b>Greetings:</b> Press 3.</li> <li>• <b>Help:</b> Press 4.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Personal options:</b> Press 5.</li> <li>• <b>Outcalling:</b> Press 6.</li> <li>• <b>Re-login:</b> Press 7.</li> <li>• <b>Exit:</b> Press **9.</li> </ul>
<b>Get messages:</b> Press 2 <ul style="list-style-type: none"> <li>• <b>Listen to messages:</b> Press 0.</li> <li>• <b>Reply/ Forward:</b> Press 1.</li> <li>• <b>Restart:</b> Press 2.</li> <li>• <b>Skip to previous:</b> Press *2.</li> <li>• <b>Pause/Resume:</b> Press 3.</li> <li>• <b>Replay header:</b> Press 23.</li> <li>• <b>Back/Restart:</b> Press *5.</li> <li>• <b>Advance to end:</b> Press 6.</li> <li>• <b>Save and skip message:</b> Press **4.</li> <li>• <b>Save and play next:</b> Press #.</li> <li>• <b>Delete:</b> Press *3.</li> <li>• <b>Save:</b> Press **7.</li> </ul>	<b>Record Message:</b> Press 1 <ul style="list-style-type: none"> <li>• <b>Start/stop recording:</b> Press 1.</li> <li>• <b>Rewind:</b> Press 2.</li> <li>• <b>Replay:</b> Press 5.</li> <li>• <b>Advance:</b> Press 6.</li> <li>• <b>Playback:</b> Press 23.</li> <li>• <b>Delete:</b> Press *3.</li> <li>• <b>Approve:</b> Press #.</li> </ul>

*Table continues...*

<b>Greetings: Press 3</b> <ul style="list-style-type: none"> <li>• <b>Listen to greeting:</b> Press 0.</li> <li>• <b>Create, change or delete greeting:</b> Press 1.</li> <li>• <b>Activate:</b> Press 3.</li> </ul>	<b>Personal options: Press 5</b> <ul style="list-style-type: none"> <li>• <b>Password:</b> Press 4.</li> <li>• <b>Record name:</b> Press 5.</li> </ul>
<b>Outcalling: Press 6</b> <ul style="list-style-type: none"> <li>• <b>Configure outcalling:</b> Press 1.</li> <li>• <b>Change number:</b> Press 3.</li> <li>• <b>Turn outcalling off:</b> Press 6.</li> <li>• <b>Turn outcalling on:</b> Press 9.</li> </ul>	

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## Short codes

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.

- To turn voicemail on, press **\*18**. This 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.
- To turn voicemail on, press **\*19**. This switches the above feature off.
- To turn voicemail ringback on, press **\*48**. If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.
- To turn voicemail ringback off, press **\*49**. This switches the above feature off.

---

## 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.

# Chapter 2: Caller options

Callers to your mailbox can perform the following actions:

## Related links

[Skipping your mailbox greeting](#) on page 12

[Transferring to another number](#) on page 12

[Leaving a message](#) on page 13

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## Skipping your mailbox greeting

### About this task

Callers can use this procedure to skip your mailbox greeting.

### Procedure

Press 1.

The system skips the mailbox greeting and prompts you to leave a message.

## Related links

[Caller options](#) on page 12

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## Transferring to another number

### About this task

Use this procedure to transfer to another extension rather than leaving a message. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

### Procedure

On reaching voicemail, depending on your settings, callers can select **0**, **2**, or **3** to transfer to the matching number configured by your system administrator.

## Related links

[Caller options](#) on page 12

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# Leaving a message

## About this task

After hearing the tone upon reaching voicemail, the 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 the message length.

## Procedure

After hearing the tone, start recording a message.

## Next steps

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. Callers can then select additional options:

- \*7 to login to a mailbox to collect messages
- \*\*9 to disconnect your call.

## Related links

[Caller options](#) on page 12

# Chapter 3: Listening to messages

The system groups messages into the following categories:

- **New:** New messages that you still have not listened to.
- **Saved:** Messages that you have marked as saved. You can do this if you do not want the system to automatically delete the messages.
- **Old:** New messages that you have listened to 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.

While listening to your messages, you can perform the following actions:

- Mark a message as saved
- Forward a message
- Call the message sender
- Reply to a messages
- Send a new message

---

## Listening to messages

### Procedure

1. Login 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.

3. During or after the header, press **0** to listen to the actual message. As you listen to your messages, you can use the following controls to listen to all or part of the message again.

- To restart the message, press **2**.
- To replay the header, press **23**.

- To pause the message, press **3**.
  - To resume the message, press **3**.
  - To rewind the message for 5 seconds, press **5**.
  - To restart the message, press **\*5**.
  - To fast forward the message, press **6**.
  - To save a new or old message, press **7**.
4. After listening 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**.

---

## Marking a message as saved

### About this task

After you listen to a new message, it is marked as an 'old' message. The system automatically deletes old messages after 24 hours. To prevent this from happening to the current message, you can save the message by marking it as a saved message.

### Procedure

1. While listening to a new or old message, press **\*\*7** to save the message.
2. To mark the current message as saved and skip to the next message, press **\*\*4**.
3. To mark the current message as saved and play the next message, press **#**.

---

## Forwarding a message

### About this task

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.



## Procedure

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. Recordings must be at least 3 seconds long. During the recording, you can:
    - Press **1** to stop the recording.
    - Press **1** again to restart recording.
    - Press **2** to rewind the recording.
    - Press **23** to play back the recording.
    - Press **\*3** to delete the recording.
    - Press **#** to approve the recording.
  4. Enter a mailbox number (or dial the required name), and then press **#**. Repeat this step 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.

---

## Calling the sender

### About this task

When an internal caller leaves a message, the system will capture the caller's number and store that number with the message. You can choose to call back the caller's number.

### Procedure

1. While listening to the message, press **1**.
2. Press **0**.

---

## Replying to a message

### About this task

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.

### Procedure

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. Recordings must be at least 3 seconds long.
  - To stop the recording, press **1**.
  - To restart the recording, press **1** again.
  - To rewind the recording, press **2**.
  - To playback the recording, press **23**.
  - To delete the recording, press **\*3**.
  - To approve the recording, press **#**.

---

## Sending a new message

### About this task

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

### Procedure

1. While listening to your messages, press **1**.
2. After the tone, record your message. Recordings must be at least 3 seconds long
  - 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 **#**.

# Chapter 4: Personal greeting

By default, callers to your mailbox hear the default system greeting. 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.

---

## Recording your greeting

### About this task

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.

#### **Note:**

A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default.

### Procedure

1. Login 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 **23** 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.

---

## Deleting your greeting

### About this task

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

### Procedure

1. Login 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.

---

## Listening to your greeting

### About this task

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

### Procedure

1. Login 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.

# Chapter 5: Changing Your Mailbox Settings

You can use the following processes to change key mailbox settings.

## Related links

[Changing your voicemail password](#) on page 20

[Transfer options](#) on page 21

[Recording your name](#) on page 21

---

## Changing your voicemail password

You can use the following process to change the voicemail password of your mailbox. If you have forgotten your password:

- If you have an Avaya phone that supports visual voice, you may be able to change your voicemail password through the phone's menus. See [Visual Voice](#) on page 28.
- If you have access to the IP Office user portal application, you can change your voicemail password through that application. Refer to [Using the IP Office User Portal](#).
- Otherwise, contact your system administrator.

## Procedure

1. Login 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 **#**. You can enter at least four digits and up to 15. Do not set an obvious code for a password like a sequence of digits such as 1234, the same repeated digits such as 1111, or your own extension number.
5. Re-enter the new password and press **#**.

## Related links

[Changing Your Mailbox Settings](#) on page 20

---

## 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. 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 in order to inform callers of the options they can use.

### Related links

[Changing Your Mailbox Settings](#) on page 20

---

## Recording your name

### About this task

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.

### Procedure

1. Login 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.

### Related links

[Changing Your Mailbox Settings](#) on page 20

# Chapter 6: Voicemail Notification

There are a range of methods by which you can be informed when you have a new voicemail message or messages.

## Related links

[Message Waiting Lamp](#) on page 22

[Voicemail Ringback](#) on page 22

[Voicemail email](#) on page 23

[Outcalling](#) on page 23

---

## 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. You can also access it by using the group extension number during mailbox login instead of your extension number.

## Related links

[Voicemail Notification](#) on page 22

---

## Voicemail 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**.

## Related links

[Voicemail Notification](#) on page 22



---

## 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, 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

#### Related links

[Voicemail Notification](#) on page 22

---

## 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 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. 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.

#### Related links

[Voicemail Notification](#) on page 22

[Initial Outcalling Configuration](#) on page 24

[Setting your outcalling destination](#) on page 24

[Setting your outcalling timeout](#) on page 25

[Turning outcalling on](#) on page 25

[Turning outcalling off](#) on page 26

[Answering outcalling calls](#) on page 26

## Initial Outcalling Configuration

### About this task

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

### Procedure

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.

### Related links

[Outcalling](#) on page 23

## Setting your outcalling destination

### About this task

Use this procedure to add or change the telephone number that outcalling uses.

### Procedure

1. Login 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.
6. Press **1** if you need to re-enter the destination number.
7. Press **#** to accept and enable the new destination.
  - a. You can change the time out setting by pressing **2**.
  - b. Enter the new value in seconds and press **#**. The system plays back the new settings.
  - c. Press **#** to accept and enable the new configuration.
8. Press **\*7** to return to the activity menu.

### Related links

[Outcalling](#) on page 23

## 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.

### Related links

[Outcalling](#) on page 23

[Setting your outcalling timeout](#) on page 25

## Setting your outcalling timeout

### Procedure

1. Login to your mailbox.
2. Press **6** for 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.
6. If you need to re-enter the destination number, press **1**.
7. Press **#** to accept and enable the new destination.
  - a. You can change the time out setting by pressing **2**.
  - b. Enter the new value in seconds and press **#**. The system plays back the new settings.
  - c. Press **#** to accept and enable the new configuration.
8. Press **\*7** to return to the activity menu.

### Related links

[Setting your outcalling timeout](#) on page 25

## Turning outcalling on

### About this task

Once you have a set an outcalling destination, you can choose to switch outcalling on.

### Procedure

1. Login to your mailbox.
2. Press **6** to access your outcalling settings.

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

#### Related links

[Outcalling](#) on page 23

## Turning outcalling off

### About this task

#### Note:

Turning outcalling off does not delete the outcalling number or timeout you have set.

### Procedure

1. Login to your mailbox.
2. Press **6** to access your outcalling settings.
3. Press **6** to switch outcalling off.

#### Related links

[Outcalling](#) on page 23

## 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.

#### Related links

[Outcalling](#) on page 23

[Collecting a message](#) on page 26

[Cancelling further message notifications](#) on page 26

## Collecting a message

### Procedure

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter your extension number and press **#**.
3. Log in to voicemail in the usual way and collect your new message.

#### Related links

[Answering outcalling calls](#) on page 26

## Cancelling further message notifications

### Procedure

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.

**Related links**

[Answering outcalling calls](#) on page 26

# Chapter 7: 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, the use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported.

## Related links

[Using Visual Voice to Transfer Calls](#) on page 28

[Visual voice controls field descriptions](#) on page 28

---

## Using Visual Voice to Transfer Calls

### About this task

Use this procedure for voicemail transfer.

### Procedure

1. Press the **Visual Voice** button on the connected call.
2. Enter the extension number to get transferred directly to the voicemail of the connected call.

## Related links

[Visual Voice](#) on page 28

---

## Visual voice controls field descriptions

The arrangement of options on the screen will vary depending on the phone type and display size. You can access the controls that are not shown on the current display by using the < and > buttons on the phone to move between screen pages.

Button	Description
<b>Listen</b>	<p>To listen to the messages in your mailbox. You can select one of the following options to start playback of messages in that category. The options are:</p> <ul style="list-style-type: none"> <li>• <b>New</b>: Displays the number of new messages on the screen.</li> <li>• <b>Old</b>: Displays the number of old messages on the screen.</li> <li>• <b>Saved</b>: Displays the number of saved messages on the screen.</li> </ul> <p>Once you select the message playback, the available controls change. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Previous</b>: To play the previous message.</li> <li>• <b>Next</b>: To play the next message.</li> <li>• <b>Rewind</b>: To rewind the message for approximately 5 seconds.</li> <li>• <b>FFwd</b>: To forward the message for approximately 5 seconds.</li> <li>• <b>Delete</b>: To delete the current message.</li> <li>• <b>Save</b>: To mark the message as a saved message.</li> <li>• <b>Copy</b>: To copy the message to another mailbox. When you press the <b>Copy</b> button, the phone displays the following options: <ul style="list-style-type: none"> <li>- <b>Pre-Rec</b>: To record a message to attach to the start of the copied message.</li> <li>- <b>Targets</b>: To enter a destination for the copied message.</li> <li>- <b>Done</b>: To copy the message using the targets that you enter.</li> </ul> </li> <li>• <b>Pause</b>: To pause the current message. You can press the button again to resume the message.</li> </ul>
<b>Main (0)</b>	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. The name is displayed along with the number of new messages in the mailbox.</p> <p>You can press the button to access the mailbox in the same way as the <b>Listen</b> option.</p>
<b>Message</b>	To record and send a voicemail message to other mailboxes.
<b>Greeting</b>	<p>To change the main greeting message that is heard when callers reach your mailbox. If you have not recorded a greeting, the system uses its default mailbox greeting. To change the greeting message, you can press the following buttons:</p> <ol style="list-style-type: none"> <li>1. <b>Record</b>: To record a new greeting.</li> <li>2. <b>Listen</b>: To listen to the current greeting or the new greeting that you have just recorded.</li> <li>3. <b>Submit</b>: To submit the new greeting that you have just recorded.</li> <li>4. <b>Delete</b>: To delete the current greeting. The mailbox reverts to using the default system greeting.</li> </ol>

*Table continues...*



Button	Description
<b>Email</b>	<p>The option that displays if you have configured an email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option that is used when your mailbox receives new messages.</p> <p>You can click <b>Change</b> to change the mode that displays and <b>Done</b> to save the change. The modes are:</p> <ul style="list-style-type: none"> <li>• <b>Email Mode Off</b>: To disable voicemail email.</li> <li>• <b>Email Mode Copy</b>: To copy new voicemail messages to the email address while leaving the original message in the mailbox.</li> <li>• <b>Email Mode Fwd</b>: To forward new voicemail messages to the email address while deleting the original message from the mailbox.</li> <li>• <b>Email Mode Alert</b>: To send an alert email message to the email address while leaving the message in the mailbox.</li> </ul>
<b>Password</b>	To change the mailbox password. You need to enter your existing password to change the mailbox password.
<b>Voicemail</b>	To switch voicemail usage on or off. When switched off, the voicemail system does not answer unanswered calls.

**Related links**

[Visual Voice](#) on page 28

# Chapter 8: Additional Help and Documentation

The following pages provide sources for additional help.

## Related links

[Getting Help](#) on page 31

[Getting Help](#) on page 31

[Additional Documentation](#) on page 32

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## Getting Help

Some IP Office features require you to enter information such as your user name, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it themselves or through a request to your system's Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

## Related links

[Additional Help and Documentation](#) on page 31

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## Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either themselves or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

## Related links

[Additional Help and Documentation](#) on page 31

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# Additional Documentation

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

## Phone User Guides

- [IP Office J100 Series Phone User Guide](#) | [IP Office J100 Series Quick Reference](#)
- [IP Office 9600 Series Phone User Guide](#) | [IP Office 9600 Series Quick Reference](#)
- [IP Office Analog Phone User Guide](#)

## Application Guides

- [Using Avaya Workplace Client for IP Office](#)
- [Using the IP Office User Portal](#)
- [Using one-X Portal for IP Office](#)
- [Using IP Office SoftConsole](#)

## Voicemail Mailbox User Guides

- [Using a Voicemail Pro IP Office Mode Mailbox](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using IP Office Embedded Voicemail IP Office Mode](#)

## Related links

[Additional Help and Documentation](#) on page 31

# Index

## A

Administrator .....	<a href="#">31</a>
answering	
outcalling calls .....	<a href="#">26</a>

## B

Business Partners .....	<a href="#">31</a>
-------------------------	--------------------

## C

call back .....	<a href="#">16</a>
cancel	
voicemail notifications .....	<a href="#">26</a>
change	
outcalling destination .....	<a href="#">24</a>
password .....	<a href="#">20</a>
collect	
message .....	<a href="#">26</a>
configuration	
outcalling .....	<a href="#">24</a>
controls .....	<a href="#">10</a>
short codes .....	<a href="#">11</a>

## D

default mailbox controls	
short codes .....	<a href="#">11</a>
delete	
greeting .....	<a href="#">19</a>
Documentation .....	<a href="#">32</a>

## E

embedded voicemail .....	<a href="#">7</a>
Embedded Voicemail .....	<a href="#">7</a>

## F

field descriptions	
visual voice .....	<a href="#">28</a>
first	
login .....	<a href="#">8</a>
forgotten password .....	<a href="#">31</a>
forwarding	
message .....	<a href="#">15</a>
record comment .....	<a href="#">15</a>
full mailbox .....	<a href="#">11</a>

## G

greeting	
adding personal greeting .....	<a href="#">18</a>
delete .....	<a href="#">19</a>
record .....	<a href="#">18</a>
skip .....	<a href="#">12</a>

## H

Help .....	<a href="#">31</a>
------------	--------------------

## I

Intuity mode .....	<a href="#">7</a>
IP Office mode .....	<a href="#">7</a>

## L

leave	
message .....	<a href="#">13</a>
listen	
messages .....	<a href="#">14</a>
personal greeting .....	<a href="#">19</a>
logging in	
normally .....	<a href="#">9</a>
login	
first time .....	<a href="#">8</a>
login code .....	<a href="#">31</a>

## M

mailbox	
full .....	<a href="#">11</a>
mailbox controls .....	<a href="#">10</a>
short codes .....	<a href="#">11</a>
Mailbox mode .....	<a href="#">7</a>
mailboxes	
switching .....	<a href="#">10</a>
Manuals .....	<a href="#">32</a>
message	
collect .....	<a href="#">26</a>
forwarding .....	<a href="#">15</a>
replying .....	<a href="#">16</a>
save .....	<a href="#">15</a>
sending .....	<a href="#">17</a>
Message Lamp .....	<a href="#">22</a>
messages	
leave message .....	<a href="#">13</a>
listen to message .....	<a href="#">14</a>
listen to messages .....	<a href="#">14</a>
multiple mailboxes	

multiple mailboxes ( <i>continued</i> )	
switching .....	<a href="#">10</a>

**N**

name	
recording .....	<a href="#">21</a>
notifications	
voicemail email .....	<a href="#">23</a>

**O**

options	
caller .....	<a href="#">12</a>
exit .....	<a href="#">10</a>
get messages .....	<a href="#">10</a>
greetings .....	<a href="#">10</a>
help .....	<a href="#">10</a>
outcalling .....	<a href="#">10</a>
personal options .....	<a href="#">10</a>
re-login .....	<a href="#">10</a>
record messages .....	<a href="#">10</a>
transfer .....	<a href="#">21</a>
outcalling	
add number .....	<a href="#">24</a>
change number .....	<a href="#">24</a>
overview .....	<a href="#">23</a>
setting destination number .....	<a href="#">24</a>
timeout .....	<a href="#">25</a>
turn off .....	<a href="#">26</a>
turn on .....	<a href="#">25</a>
outcalling calls	
answering .....	<a href="#">26</a>
outcalling menu	
initial configuration .....	<a href="#">24</a>

**P**

password .....	<a href="#">31</a>
change .....	<a href="#">20</a>
personal greeting .....	<a href="#">18</a>
listen .....	<a href="#">19</a>

**R**

record	
greeting .....	<a href="#">18</a>
name .....	<a href="#">21</a>
record comment	
message forwarding .....	<a href="#">15</a>
reply	
message .....	<a href="#">16</a>
Reseller .....	<a href="#">31</a>
Ringback .....	<a href="#">22</a>

**S**

saving	
message .....	<a href="#">15</a>
security	
trusted source .....	<a href="#">9</a>
security PIN .....	<a href="#">31</a>
sending message .....	<a href="#">17</a>
skip	
greeting .....	<a href="#">12</a>
switch	
mailboxes .....	<a href="#">10</a>
System Administrator .....	<a href="#">31</a>

**T**

timeout	
outcalling .....	<a href="#">25</a>
transfer	
another number .....	<a href="#">12</a>
numbers .....	<a href="#">21</a>
options .....	<a href="#">21</a>

**U**

User guides .....	<a href="#">7</a>
User Guides .....	<a href="#">32</a>

**V**

visual voice .....	<a href="#">28</a>
field descriptions .....	<a href="#">28</a>
using .....	<a href="#">28</a>
voicemail transfer .....	<a href="#">28</a>
voicemail	
email .....	<a href="#">23</a>
voicemail code .....	<a href="#">31</a>
voicemail message	
collect .....	<a href="#">26</a>
voicemail notifications	
cancel .....	<a href="#">26</a>
Voicemail Pro .....	<a href="#">7</a>
voicemail transfer	
visual voice .....	<a href="#">28</a>