AVAYA IP OFFICE VOICEMAIL

ESSENTIALS EDITION

USER MANUAL

February 2022

AVAYA

****MAILBOX INFORMATION****

MESSAGE KEY: Used to log in to voicemail. If you do not have a message key, dial *17.

MAILBOX NUMBER: Your Extension Number or an Assigned Number.

PASSWORD: You do not have a password initially. You will be forced to create one the first time you log in. Your new Password must be between 6 and 15 numbers and it must be secure (you cannot use your extension number, any series of numbers ie: 123456, or a repeat of numbers ie: 111111). It is recommended that passwords be complex and that you change them often.

RECORDED NAME: Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements including the company directory search feature, and when you leave a message for another internal user.

NOTE: You will be **FORCED** to create your Password and record your name the first time you log in to your mailbox.

GREETINGS: By default callers who reach your mailbox hear the system greeting. "Your call has been answered by Avaya IP Office (Name) is not available. To leave a message, wait for the tone".
You can replace this greeting with one that you record.

COMMANDS: Commands are activated by pressing Numbers and Signs on the dial pad.

PROMPTS: A Synthesized Voice summarizes your Mailbox, gives available Commands and options.

NOTE: You do not need to listen to prompts or greetings. Enter desired command or press 1 to bypass a personal greeting.

LOG IN: You must log in using the password you created to Retrieve and Send Messages, Change Password, Record Name and Greetings.

HELP: To Receive help at any time press *H (4)

****ACCESS YOUR MAILBOX (LOG IN)****

LOG IN TO YOUR MAILBOX
NOTE: See for first time mailbox setup instructions.

FROM AN INTERNAL EXTENSION:
Press **MESSAGE** key
Enter Your Extension (Mailbox) Number
Press #
Enter your password
Press #

NOTE: At your own desk you do not have to enter your mailbox number. When prompted for the mailbox number, press #

FROM AN EXTERNAL NUMBER:
Dial: Your Main Number
Press *
Enter mailbox number
Press #
Enter your password
Press #

NOTES: If your main number is answered by a "person" rather than an Automated Attendant, you will need to be transferred to ***17** to log in.
You do not have to listen to voice prompts once you log in. you can enter commands immediately.
Once you log in, IP Office will play a summary of new messages in your mailbox.
To begin playing messages immediately, Press 2.
To Bypass header information, Press 0.

MESSAGE COMMANDS: While listening to your messages:

To:	Press
Skip Header	0
Forward	1
Restart	2
Replay without header	0
Skip to Previous	*2
Pause/Resume	3
Replay Header	23
Back 5 Seconds	5
Restart from beginning	*5
Advance	6
Save and Skip Category	*#
Save and Play Next	#
Play Next	**4
Delete and Play Next	*3
Restore deleted message	**8
Print Fax (if applicable)	*1

NOTE:
If you do not delete or save a message, it becomes an OLD message and is automatically deleted in 30 days.

** CHANGE MAILBOX INFORMATION**

RECORD OR CHANGE GREETING (Log in to your mailbox)

Press 3 to access greeting menu
Press 1 to create, change, delete a greeting
Voice prompt indicates if greeting is recorded
Begin speaking after the tone
Press 1 to end recording
Press 23 to listen
Press 1 rerecord
Press # to approve

CHANGE PASSWORD (Log in to your mailbox)

Press 5 For Personal Options
Press 4 To Change Password
Enter your new password and # key
Enter your new password again and # key

CHANGE RECORDED NAME

Log in to your mailbox
Press 5 For Personal Options
Press 5 To Record Name
At the tone, speak your name
Press 1 To End Recording
Press # To Approve

CHANGE VOICEMAIL TO EMAIL OPTIONS

Press **FEATURES** Softkey
Scroll to and Select **VISUAL VOICEMAIL**
Scroll to **EMAIL** option and press **CHANGE** Softkey

Choices are:
OFF   messages will be received on your desk phone

COPY   messages are received in both your email and on
your desk phone, you must manage   them in both

FORWARD   messages are sent to your voicemail as a wave
file attachment and are not left on your desk phone

ALERT   messages are received on your desk phone and the
system will send you an email to alert you

Once you have chosen your setting Press **SAVE** Softkey

OTHER VOICEMAIL FEATURES

LEAVE MESSAGE: Leave a message without ringing the
phone:
Internal: Press # and enter the mailbox number
At tone: Leave your message and hang up.

CALL TRANSFER TO A MAILBOX: Transfer a caller to a
mailbox. (With Caller on line):
Press TRANSFER Key
Press # and Enter mailbox number
Press TRANSFER Key or COMPLETE Softkey   Immediately

FORWARD MESSAGES TO ONE OR MORE MAILBOXES
While listening to a message
Press 1 To begin forward process
Press 2 To forward with comment
        Record at the tone
Press # To end your recording
        Enter a list of extensions separated by # sign
Press # at the end of list to indicate you have finished
Press # to deliver the forwarded message

VISUAL VOICE TO CHECK MULTIPLE MAILBOXES
When your phone lights for multiple mailboxes, you can
check messages for any mailbox assigned to you using Visual
Voice.
TO USE: Press FEATURES Softkey
        Scroll to and Select VISUAL VOICEMAIL
        When asked for password, use your personal
        password.
        Display shows NEW/OLD/SAVED Messages for
        each mailbox starting with your personal mailbox.
        Scroll to and Select applicable mailbox
        Display shows NEW/OLD/SAVED Messages
        Scroll to and Select applicable message type
        Screen displays Message information and Softkeys

NOTE: Once you are logged in via Visual Voice, all voice-
mail commands are activated by pressing the Softkeys ie:
DELETE.

The first time you use your mailbox, you must create a password and record your name.

IMPORTANT: There is no initial password. You will create one in the first step below.

The first time you use your mailbox, you must create a password and record your name.
You do not have a password initially so when prompted the first time, just press #.

CREATE PASSWORD: REQUIRED

Press MESSAGE Key (if your phone does not have a message key, dial *17)
Enter mailbox number (your ext) and Press #
When prompted for password Press #   you do not yet have a password, so just press # when prompted
Enter your new password and Press #   must be 6—15 numbers & must be secure (can't use 123456, etc)
Re-enter your new password again and Press #
Stay on the line

RECORD NAME: REQUIRED

If you hung up, Log in to your mailbox (See page 2)
Press 1 and at the tone   Record your name
Press 1 to end Recording   System will replay your Name
Press # to Approve   OR
Press 1 to Rerecord

RECORD GREETING: OPTIONAL BUT RECOMMENDED

If you hung up, log in to your mailbox (See page 2)
Press 3 to access greeting menu
Press 1 To create change delete a greeting
At the tone Record your greeting
Press 1 to end recording
Press 23 to listen
Press 1 to rerecord
Press # to APPROVE your greeting

SAMPLE GREETING

You have reached the voicemail of [NAME] . I am not available to take your call right now please leave me a brief message and I will return your phone call as soon as possible. Thank you. (Optional) If you need immediate assistance press 0 now.
NOTE: It is also optional to have a press 2 and press 3 to go to other departments or people. These choices must be configured by a System Admininstrator.