



IP Office

Intuity Mailbox User Guide

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Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

Avaya Support

Avaya provides a telephone number for you to use to report problems or to ask questions about your contact center. The support telephone number is 1- 800- 242- 2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

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IP Office Intuity Mode Mailbox

About this Guide

This guide describes how to use the options for managing an IP Office mailbox that is running in Intuity mode rather than IP Office mode. Contact your system administrator to find out if this is the correct voicemail mailbox guide for your system.

Tip

- If the first prompt that you hear when you log into your mailbox asks you to press *4 for help, your mailbox is an Intuity mailbox. If the first prompt that you hear asks you to press 8 for help at any time, your mailbox is an IP Office mode mailbox.

These instructions assume that you can dial the default IP Office short code *17 to start voicemail. This is the default method available to all extension users. Depending on the type of telephone or version of IP Office software that you have, you may have different methods of logging in to your voice mailbox.

Voicemail Pro can be customized for individual users and groups to provide different options. Contact your system administrator to find out if anything has been customized to make your mailbox work differently from normal.

Further information about Avaya IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

What's New

Here is a list of the new features that have been added to this version of IP Office Intuity mailbox:

- **Set the order in which messages are played**
When you log into your mailbox, messages are played to you in the order in which they were received. You can specify the order in which different types of message (voice, e-mail and fax) are played. For example, you can choose to hear about e-mails first or fax messages before voice messages. For more information, see [Setting the Order in which Messages are Played](#).

Whichever order you specify, new messages are presented first followed by old or read messages. While you are listening to your messages, you can press *# to skip to the next type of message if, for example, you do not want to listen to messages that you have already dealt with.
- **Give callers a choice of transfer options**
You can now set up 3 covering numbers instead of 1. When callers are directed to your voicemail they can either leave a message or choose to be transferred to one of 3 numbers. For more information, see [Giving Callers a Transfer Option](#).

Notes

- For this option to be available, your system administrator must have set up at least one transfer option for the mailbox that you are calling.
- Reception numbers are now called transfer options.
- **Reply to an e-mail with a recorded message**
If you receive an e-mail message in your voice mailbox, you can record a response and send the recording (.wav file) as an attachment with the reply.
- **Forward or print a fax message**
Previously, you could be notified by voicemail if a fax message arrived in your e-mail inbox. You can now use voicemail options from your telephone handset to forward a fax message to a system fax machine in your office or to a preferred fax number that is more convenient if you are out of the office. For more information, see [Forwarding a Fax](#).

Logging in to Your Mailbox

Overview

The way in which you log in to your Intuity mailbox is the same whether or not it is the first time you have logged in. The prompts that you hear are different. When you log in to your mailbox for the first time, you may be asked to set a mailbox password and to record your name. For more information, see [Logging in for the First Time](#).

For subsequent logins you need only enter your mailbox number and password. For more information, see [Logging in After the First Time](#).

Many Avaya telephones have special keys or menus for gaining access to voicemail mailboxes. For more information, see [Logging in with an Avaya Telephone](#).

Phone Manager is an IP Office application that can display when you have voicemail messages. You can use Phone Manager Pro to play and control your messages. For more information, see [Logging in with Phone Manager](#).

Occasionally you may want to log in to your mailbox from a telephone that is not on your company's telephone system. For more information, see [Logging in Remotely](#).

Logging in for the First Time

The first time you call your mailbox you are prompted to record your name and change the mailbox password. The name that you record is used in various system announcements and in the voicemail system directory search.

Typically your mailbox number matches your extension number which is the internal number that people dial to call you. Your system administrator can tell you if your mailbox number is different.

Similarly your system administrator can tell you if your mailbox already has a password set. Typically a password is not set until the first time you log in.

To log in for the first time:

1. Dial ***17** .
2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
3. If a password has not been set yet, press **#**. You are asked to enter a new password. If a password has been set, enter your password and press **#**.
4. Enter a new password and press **#**. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press **#**.
You can change the password again at a later date. For more information, see [Changing Your Password](#).
6. Record your name when you are prompted.
You can record your name again at a later date. For more information, see [Re-Recording Your Name](#).
7. Press **1** and at the tone, speak your name.
8. Press **1** again.
Your recording is played back.

9. Either press **#** to accept the recording or **1** to record again.
10. After you log in, the voice prompts tell you what to do. A summary of many of the options is given in Summary of Mailbox Options.

For help at any time press ***4**.

To return to the activity menu press ***7**.

If you are at the end of a menu, you can press **#** to return to the previous menu.


Logging in After the First Time


If you have already logged in once and recorded your name and set a password, you need only enter your mailbox number and the password.

To log in after the first time:

1. Dial ***17** or use an alternative method that is supported by your telephone or Phone Manager software.
 2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
 3. Enter your voicemail password and press **#**. After you log in, the voice prompts tell you what to do. A summary of many of the controls is given in Summary of Mailbox Options.
 - For help at any time, press ***4**.
 - To return to the activity menu, press ***7**.
 - If you are at the end of a menu you can return to the previous menu by pressing **#**.
-

Logging in with an Avaya Telephone

On Avaya telephones with a  **Menu** key, you can use the following method to log in to your mailbox. Other Avaya telephones may have a dedicated **MESSAGES** key for gaining mailbox access.

1. Press  **Menu** twice.
 2. Press the key below **Msgs**.
 3. Press the key below **Voice**.

The names of the mailboxes for which you receive message waiting indication are shown plus the number of new messages in each mailbox.
 4. Press the key below the mailbox required. Continue to log in as you usually do. For more information, see Logging in After the First Time.
-

Logging in with Phone Manager

Phone Manager is an IP Office application for managing telephone calls and voicemail mailbox settings.

To log in with Phone Manager:

1. Click the **Messages** tab.

The names of the message boxes for which you receive message waiting indication are shown plus the number of new messages in each.
2. Click on any of the message boxes to start voicemail.
3. Log in as normal. For information, see Logging in After the First Time.

If you are using Phone Manager Pro, you can use the Phone Manager **Voicemail** tab to play messages after you have logged in to a mailbox.

Logging in Remotely

You can log in to your own mailbox from a telephone outside of your company's telephone system. Typically your system is configured with a special number that you dial and then you select the required mailbox. However if this has not been set up, you can use the following method to log in remotely.

To log in remotely:

1. Call your company and ask to be connected to a number that will go to voicemail. This means a number that will not be answered by a person, for example, your own extension number.
2. Wait for the voicemail system to respond and ask you to leave a message.
3. After the tone, do not leave a message but press **#**.
In some cases you may hear the prompt *No message to save*.
4. Dial ***7**.
You are asked to select the mailbox that you require.
5. Enter your own extension number and press **#**.
6. When prompted enter your mailbox password and press **#**.
You hear a summary of your voicemail messages as normal.

Logging in with a Text Phone

If you use a text phone (TTY device), the steps for logging into your mailbox are as follows:

To log in with a text phone:

1. Dial ***17**.
2. Take the analog telephone handset off hook.
When you are connected, you see prompts on the display of the text phone.

For requests such as "Press 1 for ..." you should use the keypad of the telephone. For messages followed by **GA** (go ahead), you should type from the text phone.

For more information, refer to the document "User Guide for Audix TTY Interface" (555-300-710) from the Knowledge Base at www.avaya.com/ipoffice/knowledgebase.

Listening to Messages

Overview

When you have successfully logged in to your mailbox, you hear an announcement to tell you about the messages that you have. For example, you hear the number of voice messages and the number of e-mails and fax messages if there are any.

You can listen to your messages or record a new message and send it. If any of your messages are e-mails, you can also reply. If any of your messages are fax messages, you can specify a personal fax number so that you can forward or print them.

Each message starts with a header, which contains details about who the message is from (if known) and when it was left. For email messages, the header indicates whether a message is private or a priority message. For fax messages, the header includes the number of pages.

By default messages are played to you in the following order:

- Voice messages first
- Fax messages second
- E-mail messages third

You can change the order if you prefer to hear the types of message in a different order, for example email messages first. For more information, see [Setting the Order in which Messages are Played](#).

Message of all types are grouped in to the following categories:

- **Priority**
When a caller leaves a message they can mark it as a priority message. Priority messages are presented first. New messages are played next followed by old messages.
- **New**
A message that has not been listened to.
- **Old**
After you have listened to a new message it becomes an old message. Unless you delete them sooner, messages are automatically deleted after 30 days (720 hours). This is the default period but your system administrator can change the setting for different types of message. Check with your system administrator to find out how long messages are stored before they are automatically deleted.

Note

- If you specify the order in which types of message are played to you, you hear all of the messages of one type before the next type. For example if you specify e-mails, followed by voice messages followed by fax messages, you hear priority, new and old e-mails followed by priority, new and old voice messages followed by priority, new and old fax messages.

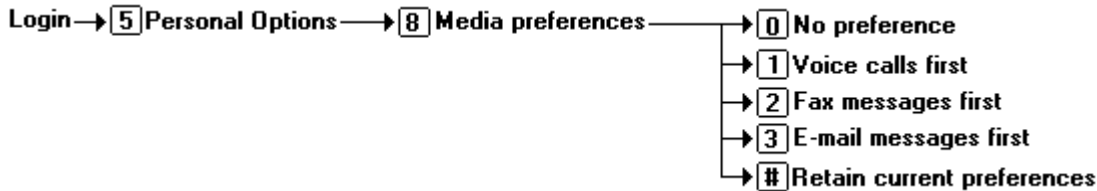
While you listen to a message you have options to:

- Scan through and skip the messages or the message headers. For more information, see [Scanning Messages](#).
- Skip to the next type of message type, for example if you do not want to listen to messages that you have already dealt with.
- Call back the message sender. For more information, see [Calling the Message Sender](#).
- Reply to a message, with or without the original message. For more information, see [Replying to a Message](#).

- Reply to an e-mail message. For information, see [Replying to an E-mail Message](#).
- Forward it to a different extension or several extension numbers at the same time. You can add a comment to the start or end of a message that you are forwarding. For more information, see [Forwarding a Message](#).

From your mailbox you can also send a new message or record a single message and send it to several other mailboxes at the same time.

Setting the Order in which Messages are Played



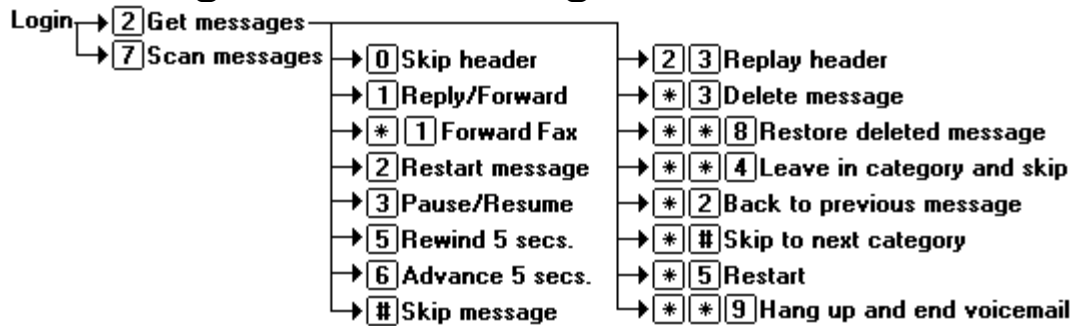
When you log into your mailbox messages are played to you in the order in which they were received. You can specify the order in which different types of incoming message (voice, e-mail and fax) are played. For example, you can choose to hear about e-mails first or fax messages before voice messages.

Whichever order you specify, new messages are presented first followed by old or read messages. While you are listening to your messages, you can press *# to skip to the next type of message if, for example, you do not want to listen to messages that you have already heard.

To set the order in which types of message are played:

1. Log in to your mailbox. For more information, see [Logging In](#).
The number of new, unopened and old messages is announced.
2. Press **5** for personal options.
3. Press **8** for media preferences.
If any media preferences have been set, you hear an announcement to tell you the current media preference order.
4. Press **0** for no preference.
5. Press **1** to make voice calls your preference.
6. Press **2** to make fax messages your preference.
7. Press **3** to make email messages your preference.
8. Press **#** to retain your current preferences.

Listening to Your Messages

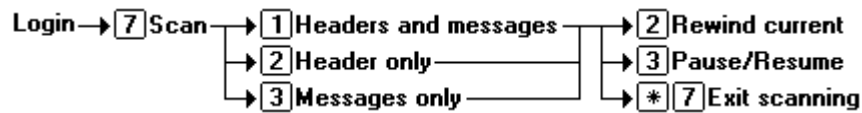


To listen to messages in your mailbox:

1. Log in to your mailbox. For more information, see Logging In.
The number of new messages is announced. The announcement tells you how many of those messages are priority messages.
2. Press **2** to receive your messages. Alternatively you can press **7** to quickly scan through your messages. For more information, see Scanning Messages.
3. If any of your messages are faxes, you can press ***1** to forward them. For more information, see Forwarding a Fax.
4. When you listen to your messages you have the following options:
 - **Skip the message header and listen to message:** Press **0**.
 - **Reply to or Forward Message:** Press **1**.
 - **Forward a fax message:** Press ***1**.
 - **Restart message:** Press **2**.
 - **Pause / Resume:** Press **3**.
 - **Rewind 5 seconds:** Press **5**.
 - **Advance 5 seconds:** Press **6**.
 - **Restart:** Press ***5**.
 - **Skip message:** Press **#**.
 - **Replay Header:** Press **23**.
 - **Delete and continue to next message:** Press ***3**.
 - **Restore the message that you just deleted:** Press ****8**.
 - **Leave message in current category and skip to next:** Press ****4**.
 - **Back to previous message:** Press ***2**.
 - **Skip to next category of messages:** Press ***#**.
 - **Hang up and end voicemail:** Press ****9**.

Scanning Your Messages

You can scan through your messages and/or message headers without having to take any further action. The message header tells you when a message was received, who left it (if known) and the message length.



To scan your messages:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **7** to select scan messages.
3. Select the scan mode required:
 - **Scan headers and messages:** Press **1**.
 - **Scan headers only:** Press **2**.
 - **Scan messages only:** Press **3**.
4. While your messages and/or message header are playing, you have the following options:
 - **Rewind current message:** Press **2**.
 - **Pause/Resume:** Press **3**.
 - **Exit scan messages:** ***7**.

After you have listened to all of your messages, you are returned to the activity menu.

Calling the Message Sender

If the caller was from another extension or the caller's internal CLI is known (played in the message header) it may be possible to call them back. This does not apply to external calls.



To call the sender:

1. While you listen to the message, press **1**.
2. To attempt the call, press **0**.
You are logged out of your mailbox.

Replying to a Voice Message

You can send a reply message to another mailbox user. You can choose to reply with or without the original message attached.

Login → **2** Get messages → **1** Reply/Forward → **1** Reply → **6** Without original → <tone>, record reply, **#**
 → **9** With original

To reply to a voice message:

1. While you listen to a message, press **1**.
2. To reply to the message with voicemail press **1** again.
3. Select the type of reply:
 - **To reply without the original message attached:** Press **6**.
 - **To reply with the original message attached:** Press **9**.
4. After the tone record your reply.
5. Press **#** when you have finished.
 Your reply message is scheduled for delivery and you are returned to the message collection option.

Replying to an E-mail Message

If you receive an e-mail message in your voice mailbox, you can record a response and send the recording (.wav file) as an attachment with the reply. The reply is sent to the person who sent the original message.

Login → **2** Get messages → **1** Reply/Forward → **1** Reply → **6** Without original → <tone>, record reply, **#**
 → **9** With original

To reply to an e-mail message:

1. While you listen to an e-mail message, press **1**.
2. To reply to the message with voicemail press **1** again.
3. Select the type of reply:
 - **To reply without the original message attached:** Press **6**.
 - **To reply with the original message attached:** Press **9**.
4. After the tone record your reply.
5. Press **#** when you have finished.
 Your reply message is scheduled for delivery and you are returned to the message collection option.

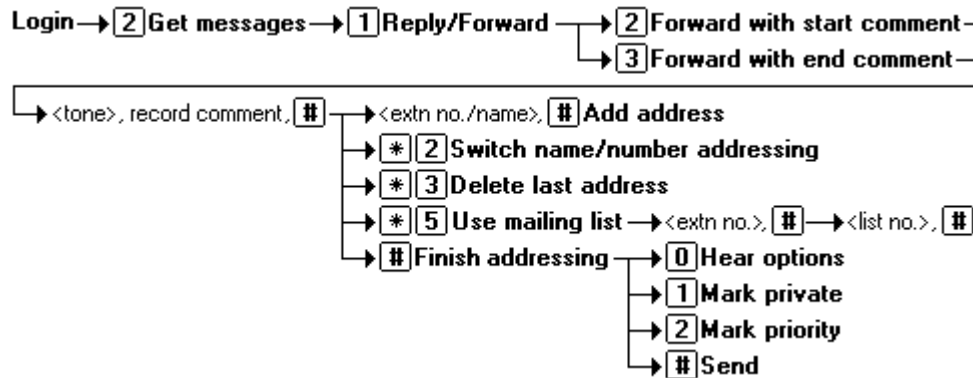
Forwarding a Voice or E-mail Message

You can forward a voice or email message to a different mailbox or to several mailboxes at the same time. If you receive a fax message, you can forward it to a fax machine. For more information, see Forwarding a Fax.

Note

- You cannot forward a message if it is marked as private by the sender.

If you forward a voice message, you can choose to add a comment to the start or end of the message. You can also choose to set the address for a forwarded message before you record the comment. For more information, see Addressing a Message Before You Record.



To forward a voice message to other mailboxes:

- While you listen to the message, press 1.
- Select the forwarding method to use:
 - Forward the message with a comment at the start:** Press 2.
 - Forward the message with a comment at the end:** Press 3.

You are prompted to record your comment after the tone.

- Record your comment and press # to finish recording. You are prompted for the forwarding addresses.
 - While you enter addresses, you can press *2 to switch between entering an address by extension number or by matching a user name.
 - Enter a mailbox number (or dial the required name) and then press #.
 - Repeat until you have entered all mailboxes to which you want to forward the message.
 - To select and add a mailing list, press *5. You are asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more details see Mailing Lists.
 - To delete the last number that you entered, press *3.
 - Press # again to finish addressing.
- Select one of the following options:
 - To mark the forwarded message as private:** Press 1.
 - To mark the forwarded message as priority:** Press 2.
 - To send the forwarded message:** Press #.

Forwarding a Fax Message

If you receive a fax message in your mailbox, you can forward it to a default system-wide fax number, typically a company fax. Alternatively, you can forward a fax message to a fax number that you specify. For example if you are out of the office, it might be more convenient to forward your fax messages to local fax number. For more information, see [Setting, Changing or Deleting a Personal Fax Number](#).

To forward a fax message:

1. Log in to your mailbox and listen to your messages or message headers. For more information, see [Listening to Your Messages](#).
2. If any of your messages are faxes, press ***1** for fax options.
3. Press **#** to forward the fax message to the system fax number.
4. Press **#** to confirm
5. Alternatively, type the number to which the fax is to be forwarded.
6. Press **#**.
The fax number that you have specified is played back to you for confirmation.
7. Press **#** to confirm.
Delivery is scheduled.

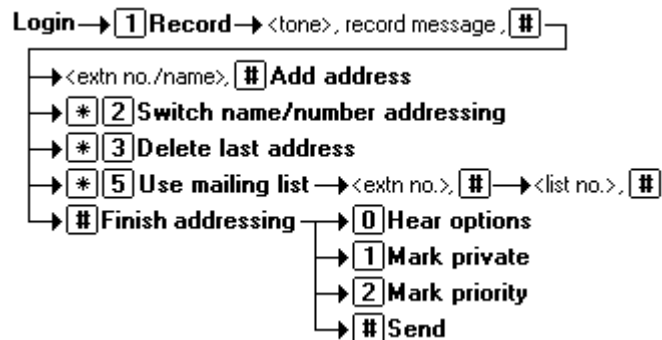
Recording a Message

You can record a message and send it to another mailbox or several mailboxes at the same time.

Note

- Recordings must be at least 3 seconds long.

By default, you specify the address of a message after you record it but you can change this option if you prefer to specify the address first. For information, see [Addressing a Message Before You Record](#).



To record a message:

1. Log in to your mailbox. For more information, see [Logging In](#).
2. Press **1**.
3. After the tone, start recording your message.
4. Press **#** to end the recording or press **1** stop to edit the recording that has just been made.
 - Press **1** to stop/start 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.

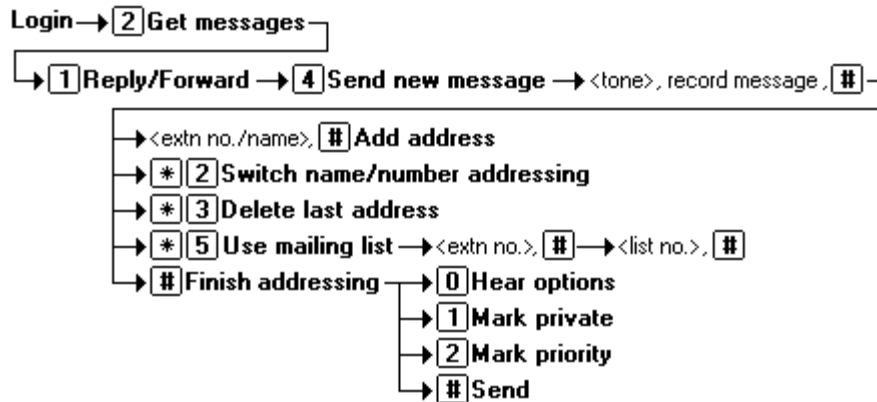
5. You are prompted to enter the address or addresses to which to forward the message.
 - Whilst entering addresses, you can press *2 to switch between entering an address by extension number or by matching a user name.
 - Enter a mailbox number (or dial the required name) and then press #.
 - Repeat until you have entered all of the mailboxes to which you want to forward the message.
 - To select and add a mailing list, press *5. You are asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more information see Mailing Lists.
 - To delete the last number that you entered, press *3.
 - Press # again to finish addressing.
6. Select any of the following options:
 - **To mark the forwarded message as private:** Press 1.
 - **To mark the forwarded message as priority:** Press 2.
 - **To send the forwarded message:** Press #.

Note

- You can also send a message if you reach the end of the Forward and Reply option.

Sending a New Message

You can send a new message to another mailbox or mailboxes. By default, you specify the address of a message after you record it but you can change this option if you prefer to specify the address first. For information, see Addressing a Message Before You Record.



To send a new message:

1. While you listen to your messages, press **1**.
2. Press **4**.
You are prompted to record your new message. Record your comment and press **#** to finish recording.
3. You are prompted for the forwarding addresses.
 - While you enter addresses, you can press ***2** to switch between entering an address by extension number or by matching a user name.
 - Enter a mailbox number (or dial the required name) and then press **#**.
 - Repeat until you have entered all of the mailboxes to which you want to forward the message.
 - To select and add a mailing list, press ***5**. You are asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more information see Mailing Lists.
 - To delete the last number entered, press ***3**.
 - Press **#** again to finish addressing.
4. Select any of the following options:
 - **To mark the forwarded message as private:** Press **1**.
 - **To mark the forwarded message as priority:** Press **2**.
 - **To send the forwarded message:** Press **#**.

Recording and Changing Greeting Messages

Overview

By default, callers who are directed to your mailbox hear the system greeting (*Your call is being answered by IP Office. <Name> is not available. To leave a message wait for the tone, ...*). This is the system greeting (greeting 0) and cannot be changed. However you can replace the system greeting with a greeting that you have recorded.

You can record a library of up to 9 personal greetings. You can then select which greeting to play for different types of call. You can create personal greetings for:

- All calls regardless of their type
- Internal calls
- External calls
- No Answer calls (calls that you do not answer)
- Busy calls (calls that arrive when you are already on the telephone).

For example, you can have one greeting for internal calls and a different greeting for calls that come in from outside (external). You can also use a different greeting for calls that arrive out of hours (for hunt group mailboxes only) or when you are already on the telephone or when it is simply not convenient to answer.

You can use a personal greeting message to tell callers about available transfer options. For more information, see [Giving Callers a Transfer Option](#).

The process for using personal greetings involves the following key steps:

1. Set up some personal greetings. For more information, see [Setting up a Personal Greeting](#).
2. Select the types of call for which you want to use different greetings. For more information, see [Selecting Call Types](#).
3. Activate a greeting and assign it to a type of call. For more information, see [Activating a Greeting](#).

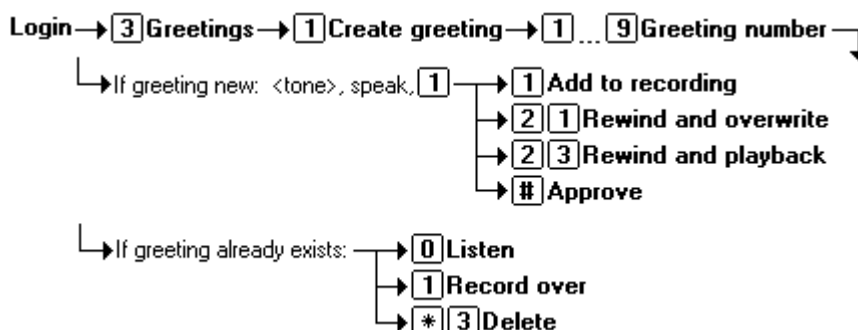
Recording or Changing a Personal Greeting

You can override the system greeting with a personal greeting message. You can record up to 9 personal greetings. These are the greeting messages heard by callers when they are directed to your voicemail.

At any time you can listen to a greeting message and re-record it. You can also delete it if it is no longer useful or you prefer to revert to the system greeting. For more information, see [Listening to Personal Greeting Messages](#), or [Deleting a Personal Greeting Message](#).

Note

- A greeting must be longer than 3 seconds. By default the maximum length of a greeting is 120 seconds but your system administrator might have changed this.



To record or change a personal greeting:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **3** to select personal greetings.
If you have selected any call types, you hear an announcement that lists the call types and the greeting assigned to that call type, for example *For internal calls greeting 1 active.*
3. Press **1** to create, change or delete a greeting.
4. When you are prompted, enter the number of the greeting (**1 to 9**) that you want to create or change.
5. If the greeting already exists, the system announces whether it is active (in use) and tells you which call types have been identified. You can:
 - Listen to the greeting
Press **0**.
 - Delete the greeting.
Press ***3**. For more information, see Deleting a Personal Greeting Message.
 - Re-record over the greeting
Press **1**. Start speaking at the tone and when you have finished recording press **#**.
 - To append a further message press **1** after you having just recorded the greeting.
 - To rewind and record over, press **21**.
 - Press **23** to rewind and play back the recording.
 - To approve the recording, press **#**.
The greeting message is confirmed. To use the greeting for all calls, press **0**. Otherwise you can select the type of calls for which to use this greeting message. For more information, see Selecting Call Types.
 - When you have finished setting up or changing personal greetings, press **#** to return to the activity menu.

Selecting Call Types

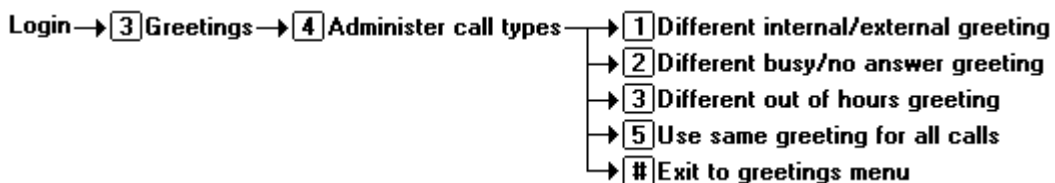
If you have recorded some personal greeting messages, you can use the same greeting for all call types or you can choose a different greeting for different types of call. For example, if you are already using the telephone, anyone who calls your extension can hear a personalised greeting to tell them that you are in the office but on the telephone.

For information about recording personal greeting messages, see Recording or Changing a Personal Greeting.

You must select the call types that you want to differentiate. You can then select which greeting to use for each call type and then activate each greeting message. For more information, see Activating a Greeting.

Note

- If you use one greeting for all call types, you cannot then set up other greetings for any other call types.



Note

- Option 3 **Different out of hours greeting** applies only to Hunt Group mailboxes.

To select a call type:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **3** for personal greetings.
You hear a message to confirm which greetings are currently in use and for which call types they are being used.
3. Press **4** to select call types.
You hear a message to confirm the call types that are currently identified.
4. Select the required call types:
 - To use a different greeting for internal and external calls, press **1**.
 - To use a different greeting for calls that arrive when you are on the telephone or that you do not answer, press **2**.
 - To use a different greeting for out of hours calls, press **3**.
This greeting applies only to hunt group calls when the hunt group is in night service mode. It does not apply to calls received by an individual user's mailbox.
 - To return to using the same greeting for all calls, press **5**.

When you select several call types and make different greetings active for each, the greeting used for a call is decided using some predefined rules. For information, see Priority order of greeting messages.

5. Press **#** when you have finished setting up call types.
The next step is to activate a greeting and assign it the different types of call that you have selected. For more information, see Activating a Greeting.

Notes

- If you record a greeting, you do not need to activate it until you need it. This is useful if, for example, you record a greeting message for the times when you are on vacation or away on business.
- When several call types have been selected and greetings have been made active for each, the greeting used for a particular call is decided using some rules on the order of priority. For more information, see Priority Order of Greeting Messages.

Priority Order of Greeting Messages

If you have selected several call types and have activated greetings for each, the greeting used for a particular call is decided using the rules described here.

Out of Hours (Hunt Group Mailboxes only)

The Out of Hours greeting is played if a call arrives during the times specified as out of hours and the Out of Hours Greeting is active.

All Calls

If one greeting is selected for all types of call, the All Calls greeting takes precedence over any other greeting messages.

Internal

An Internal Greeting is played when:

1. The Out of Hours greeting is not active.
2. An internal call arrives and the Internal Greeting is active.

External

An External greeting is played when:

1. The Out of Hours greeting is not active.
2. An external call arrives and the External Greeting is active.

No Answer

A No Answer Greeting is played when:

1. The Out of Hours greeting is not active.
2. The External Greeting is not active or the External Greeting is active but the call is not external.
3. The Internal Greeting is not active or the Internal Greeting is active but the call is not internal.
4. The No Answer Greeting is active and the call is not answered.

Busy

A Busy Greeting is played when:

1. The Out of Hours greeting is not active.
2. The External Greeting is not active or the External Greeting is active but the call is not external.
3. Internal Greeting is not active or the Internal Greeting is active but the call is not internal.
4. The Busy Greeting is active and a call arrives when you are already using the telephone.

System Greeting (default)

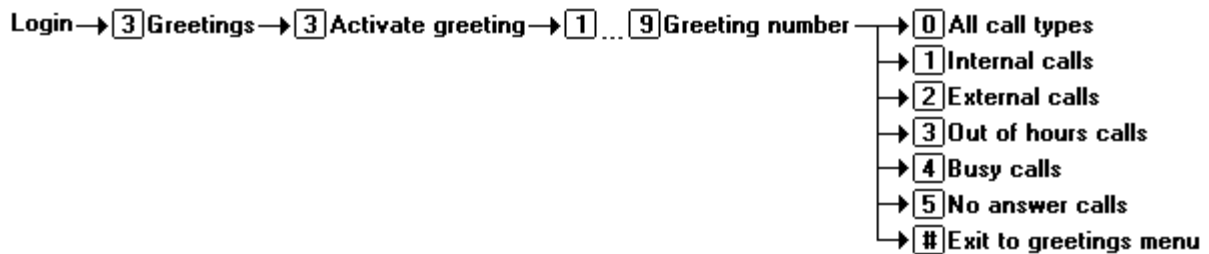
The System Greeting is played when a call is directed to voicemail and no other greeting messages have been recorded or if other greeting messages have been recorded but have not been activated.

Note

- If you select separate greetings for Internal and/or External calls, these greeting messages take priority over No answer or Busy calls greetings. If you select separate greetings for internal and external calls you cannot also select a greeting message for No Answer and Busy calls. However, you can designate a greeting for only external calls or only internal calls and then use Busy or No answer greeting messages for all other calls.

Activating a Personal Greeting Message

When you have recorded some personal greetings and selected the call types for which you want to use greetings, you must assign a greeting to each type of call.

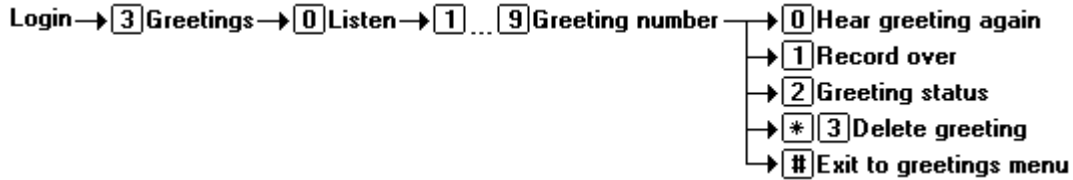


Note

- When several call types have been selected and greetings made active for each, the greeting used for any particular call is decided using some predefined rules. For information, see Priority order of greeting messages.

Listening to Personal Greeting Messages

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



To listen to your greeting messages:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **3** for personal greetings.
You hear a message to confirm which greetings and call types are currently in use.
3. Press **0** to listen to a greeting.
4. When you are prompted, enter the number of the greeting to listen to (**1** to **9**). The chosen greeting is played. You can then select from the following actions:
 - To hear the greeting again, press **0**.
 - To record over the greeting, press **1**.
 - To hear the greeting status, press **2**.
 - To delete the greeting, press ***3**.
 - To exit to the greetings menu, press **#**.

Deleting a Personal Greeting Message

You can delete a greeting message any time. This is useful if you want to return to using the system greeting message or if you want to re-use a greeting number for a different greeting message.

Login → **3** Greetings → **1** Create greeting → **1** ... **9** Greeting number → ***** **3** Delete

To delete a greeting message

1. Log in to your mailbox. For more information, see Logging In.
2. Press **3** to select personal greetings.
If any call types have been selected an announcement lists the call types and the greeting assigned to that call type, for example *For internal calls greeting 1 active*.
3. Press **1** to create, change or delete a greeting.
4. When you are prompted, enter the number of the greeting (**1** to **9**) that you want to delete.
5. Press ***3**.
The selected greeting message is deleted. From now on the system greeting is used for the type of call to which the deleted greeting was previously assigned. In future you can re-use the greeting number that has now become free.

Mailing Lists

Overview

With mailing lists (also known as personal distribution lists or PDLs) you can store sets of mailbox numbers so that you can send a voice message to several recipients at the same time. This is useful if you often send messages to the same people, for example the members of one or more departments or even the whole company.

Your mailbox can have up to 20 mailing lists associated with it. Each list can contain up to 360 mailbox numbers. Lists can be private or public. Private lists can be used only by you. Public lists can be used by other mailbox users when they forward a message. However they cannot be modified by other users. For more information, see [Creating a Mailing List](#).

Note

- If you prefer to work with a visual representation of a mailing list, you might prefer to use the Phone Manager if you have it. Phone Manager enables you to set up or change a mailing list using a computer rather than a telephone handset..

If you have set up many mailing lists, it can be useful to scan through them if you need to review them and check how many members (mailbox numbers) each contains. During a scan you can delete a list. For more information, see [Scanning Your Mailing Lists](#) and [Deleting a Mailing List](#).

When you address a message, you can select one of your own mailing lists or a public list from a different mailbox. To save time when you create or modify your own lists you can import the contents of a public list from another mailbox in to one of your lists.

Creating a Mailing List

You can create up to 20 mailing lists for your mailbox. Each mailing list can contain up to 360 mailbox numbers.



To create a mailing list:

1. Log in to your mailbox. For more information, see [Logging In](#).
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **1** to create a new mailing list.
5. Enter a number for the list and then press **#**. The number must be less than 6 digits. If the number is too long or already in use you are prompted to enter a different number followed by **#**.
6. When you have entered a number for the list, press **1** to mark the list as private or **2** to mark the list as public.

Note

- A public mailing list can be used by other mailbox owners but a private list cannot.

- When prompted, start adding mailboxes to the mailing list. To add a mailbox enter the mailbox number and press #. For local mailboxes the mailbox user's name is confirmed.

You can also select the following options while you add mailboxes:

- To switch to selecting mailboxes by name, press *2.
- To import the contents of another public mailbox list, press *5.
 - You are asked to enter the list owner's mailbox number followed by # and then the list number followed by #.
 - If the mailbox or list is not valid or the list is private you are returned to the option for creating a mailbox list in the usual way.
 - If the list exists and is public, its contents are imported as long as importing does not result in a list of more than 360 entries. Any duplicate entries are automatically removed.

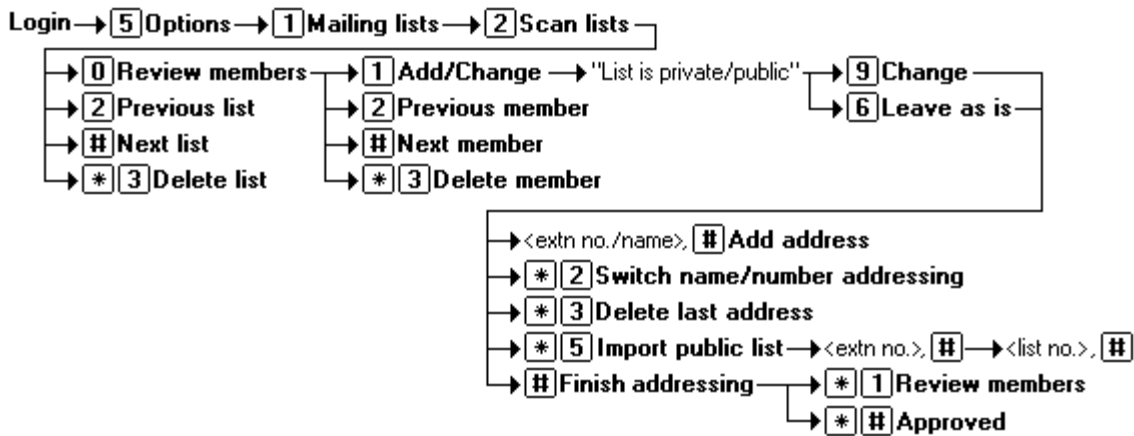
- When you have finished adding mailbox entries, press # again.

Note

- If you prefer to work with a visual representation of a mailing list, you might prefer to use the Phone Manager if you have it and if your system administrator has granted you the required permission. Phone Manager enables you to create, view and change mailing lists from your PC instead of from your telephone handset. However, if you create a mailing list using the telephone, you cannot change it in Phone Manager.

Scanning Your Mailing Lists

You can scan through the mailing lists for your mailbox to remind yourself about the members (mailbox numbers) that each contains. During the scan you can delete a list. You can also choose to listen to a list of members, at which stage you can also add or remove members.



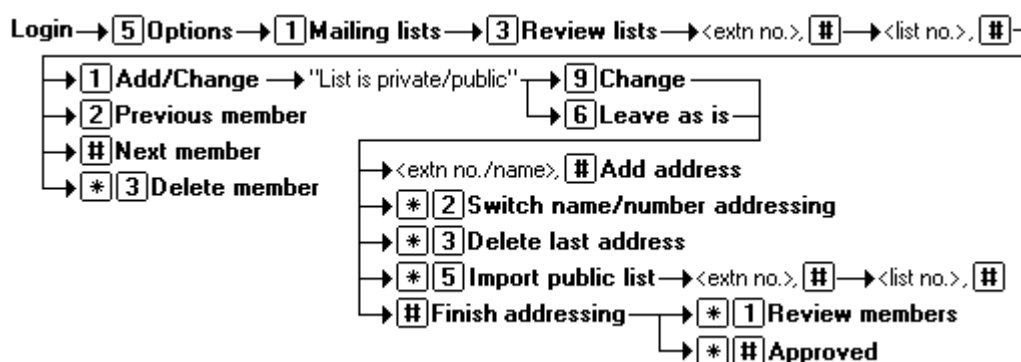
To scan your mailing lists:

- Log in to your mailbox. For more information, see Logging In.
- Press 5 for personal options.
- Press 1 for mailing lists.
- Press 2 to scan your mailing lists.
You hear the number of the lowest numbered list, the number of members it contains and whether it is private or public.
- You can now use the following options:
 - To skip to the next list, press #.
 - To go back to the previous list, press 2.
 - To delete the list, press *3.
 - To review, and if necessary change, the list status and members, press 0.

6. If you press **0** to review the list, you hear the member names (if available) or numbers. You can use the following options:
- To skip to the next member, press **#**.
 - To go back to the previous member, press **2**.
 - To delete the member press ***3**. If you delete all members in a list the list is also deleted.
 - To add new members and change the list status, press **1**.
 - The system tells you if the list is private or public. Press **9** to change its status or press **6** to leave it as is. You can then use the following options:
 - To add a new mailbox, enter the number and press **#**.
 - To adding a new mailbox by name matching, press ***2**. Enter the name and then press **#**.
 - Repeat the above actions as necessary to add further member and then press **#** again.
 - To review the list again, including the new members press ***1**.
 - To approve and save the modified list press ***#**.

Reviewing Mailing Lists

You can review the members of public mailing lists in any mailbox and all of your own private or public mailing lists. With your own lists you can also change the public or private status and you can add or remove members.



To review mailing lists:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **5** for personal options.
3. Press **1** for mailing lists.
4. Press **3** to review lists.
You are prompted to enter the mailbox number of the mailing list owner followed by **#**. To review your own mailing lists, press **#**.
5. The system prompts you to enter the mailing list number followed by **#**.
6. The system starts to announce the member names (if available) or numbers. You can use the following options:
 - To go to the next member, press **#**.
 - To go back to the previous member, press **2**.

7. For your own mailing lists you also have the following options:

- To delete the member press *3. If you delete all members in a list, the list is also deleted.
- To add new members and change the public or private status, press 1.
 - The system announces whether the list is private or public. Press 9 to change the status or press 6 to leave it unchanged. You can then use the following options:
 - To add a new mailbox, enter the number and press #.
 - To add a new mailbox by name matching, press *2. Enter the name and press #.
 - Repeat the above actions as necessary to add further members and then press # again.
 - To review the list again, including the new members press *1.
 - To approve and save the modified list press *#.

Mailbox Administration

Overview

Several options are available to help you manage the way in which your voice mailbox behaves.

You can:

- Change the password that you use to gain access to your voicemail messages. For more information see, [Changing Your Password](#).
- Record the name that is played when you or somebody else calls your mailbox. For more information see, [Recording Your Name](#).
- Close your mailbox so that no more messages can be left. For more information see, [Closing Your Mailbox](#)
- Switch on or off voicemail ringback. For more information see, [Switching Voicemail Ringback On or Off](#).
- Specify the destination address of a message before you record it. For more information see, [Addressing a Message Before You Record](#).

Changing Your Password

If you set a password to restrict access to your mailbox you can change it whenever you like. For security reasons it is advisable to change your password from time to time.

Login → **5** Personal Options → **4** Change password → enter new password **#**
↳ confirm new password **#**

To change your voicemail password:

1. Log in to your mailbox. For more information, see [Logging In](#).
2. Press **5** to access your personal options.
3. Press **4** to change your password.
4. Enter the new password and press **#**.

Notes

- We recommend a password of at least four digits. The system allows passwords of up to 15 digits.
 - Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press **#**.
You hear a message to confirm that your password has been changed.

Recording Your Name

Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements and for the system's directory search feature. You can re-record your name at any time.

Login → **5** Personal Options → **5** Record name → <tone>, speak name, **1** → **1** Record again
→ **#** Approve

To record your name:

1. Log in to your mailbox. For more information, see Logging In.
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.

Note

- Recordings must be at least 3 seconds long.
5. Your recording is played back.
 - To record your name again, press **1**.
 - To accept the recording, press **#**.
 6. Hang up or choose another option.

Addressing a Message Before You Record

You can select whether to set the address for a message before or after you record. The default is **off**, which means that you set the address after recording the message.

Login → **5** Personal Options → **6** Address before record → **1** Toggle setting

To address a message before you record it:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **5** for personal options.
3. Press **6**.
You hear a message that tells you whether the Address before Record option is turned on or off.
4. To change the setting, press **1**.
You hear a message to confirm your change. When you record a message from now on, you are asked to specify the extension numbers of the recipients before you record the message.
5. To change this option back again, repeat from step 1.

Preventing Further Calls and Messages

You can prevent further callers from leaving messages. Instead callers hear your name and the message *Sorry, the mailbox you have reached is not accepting messages at this time. Please disconnect.* This option is also known as Accept Call Answer.

Note

- This does not stop other mailbox users from forwarding messages to your mailbox.

Login → **5** Personal Options → **7** Accept call answer → **1** Toggle setting

To prevent your mailbox from accepting new caller messages:

1. Log in to your mailbox. For more information, see Logging In.
2. Press **5** for personal options.
3. Press **7**.
You hear a message that tells you whether the Accept Call Answer option is turned on or off.
4. To change the setting, press **1**.
You hear a message to confirm your change.

To prevent calls from diverting to voicemail:

The IP Office also provides an additional voicemail on or off function. You can switch this on (dial ***18**) or off (***19**) from your telephone.

When this voicemail option is off (***19**), callers are no longer diverted to voicemail when you are busy or do not answer.

Switching Voicemail Ringback On or Off

Ringback is a feature where the voicemail system calls you if you have new messages. It waits until your telephone is in use, to confirm that you are present, and calls you when you end your next call. You can switch voicemail ringback on or off at any time.

Note

- Ringback is not the same as outcalling. Ringback works with your own extension number. Outcalling can be configured to call a number other than your own extension. This can even be an external number. For more information, consult your system administrator.

To turn voicemail ringback on or off:

1. At your extension, dial ***48** to switch ringback on or ***49** to switch ringback off.

Giving Callers a Transfer Option

After a caller has been directed to your voicemail you can give them the option to be transferred to a different extension, for example:

- 0 for reception
- 2 to speak to an assistant or other member of your team
- 3 to be connected to an external number such as your mobile or cell phone.

Notes

- Callers can press 1 to skip the mailbox greeting and to begin recording a message immediately. For more information, see [Skipping a Mailbox Greeting](#).
- These transfer options are examples only. You set up any transfer numbers that suit you.
- Ideally a transfer option should be to an extension where a person is expected to answer. If a transfer results in the caller being diverted to a mailbox on the same system, they will be returned to your voicemail box.
- If you prefer, you can keep these options hidden and reserve them for personal use with friends and family or special callers such as your manager or certain customers. In this case, you should not record a new greeting message but you do need to tell each caller the option that you would like them to use.

So that you can do this your system administrator must set up at least one voicemail transfer option number for you.

You need to record a new greeting message to inform callers that if they press **0**, **2** or **3** they will be transferred accordingly . For more information, see [Setting up a Personal Greeting](#).

Tip

- If you prefer to work with a visual representation of the transfer options that you can set, you might prefer to use the Phone Manager if you have it and if your system administrator has granted you the required permission. Phone Manager enables you to set up or change transfer option numbers using a computer rather than a telephone handset. If you do not have the access permission, your system administrator needs to assign the transfer numbers for you.

Deleting a Personal Fax Number

At any time you can delete a personal fax number, if you have set one, and return to using the system fax number.

To delete your personal fax print number:

1. Log into your mailbox. For more information, see [Logging In](#).
2. Press **5** for personal options.
3. Press **3** for fax preferences.

If a personal fax print number is already set, it is played to you.

4. Press ***3** to delete the personal fax number.
Your personal fax number is deleted and the system fax number is played to you. The system fax number is now used for any future fax messages that you receive.

Options for Mailbox Callers

Overview

When you call another mailbox you can:

- Skip the mailbox greeting message. For more information, see [Skipping a Mailbox Greeting](#).
- Mark a message as priority or private. Priority messages are presented first when mailbox owners listen to their messages. For more information, see [Marking a Message as Priority or Private](#).

As a mailbox caller you can then choose from the following options:

- **Log in to another mailbox:** Press *7.
- **Transfer to another extension:** Press *8.
- **Transfer via the name/number directory:** Press **6 or *2.
- **Transfer to a covering extension:** Press 0, 2 or 3.
For these options to be available, your system administrator must set up the voicemail transfer numbers.
- **To end the call:** Press **9 or hang up.

The same options are available to callers who call your mailbox.

Skipping a Mailbox Greeting

When you call an extension and are directed to voicemail you can skip past the greeting message and go straight to the tone that indicates when to leave your message.

To skip a mailbox greeting:

1. Call the extension number.
 2. As soon your call is answered, press 1 to skip the greeting. You then hear the tone after which you can record your message.
-

Marking a Message as Priority or Private or Both

When you leave a voicemail message you can designate the message as priority or private or both. Mailbox owners hear priority messages first when they listen to their messages. Priority Private Messages are played before Priority Messages .

Note

- Private messages cannot be forwarded to another mailbox.

To mark a message as priority or private or both:

1. Call the extension number.
2. Leave a message.
3. Instead of hanging up, press #.
4. To mark a message as private, press 1. To mark a message as priority, press 2.
You hear a confirmation message. Follow the instructions that you hear if you need to change the status back again.
5. Press # again to send the message.

Transferring to a Covering Number

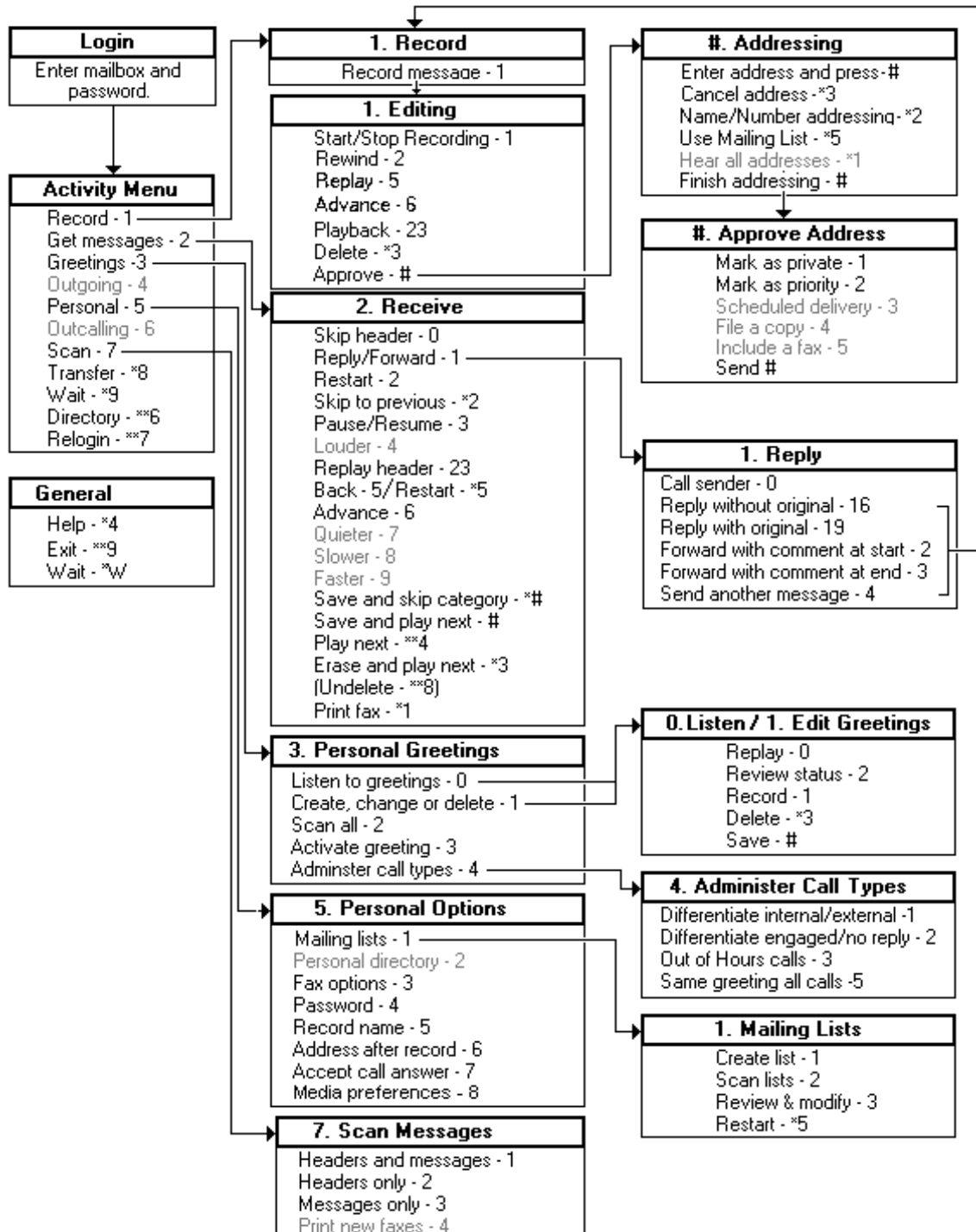
When you call an extension and are directed to voicemail you can either leave a message or choose to be transferred:

- To another extension: Press ***8**.
- Via the name/number directory: Press ****6** or ***2**.
- To a covering extension number, for example reception or a mobile or cell phone number. The numbers that you need to press to be transferred can be 0, 2 or 3. The actual transfer destinations depend on the numbers that the mailbox owner has specified.

Summary

Summary of Mailbox Options

Here is a summary of the options that are available for collecting voicemail messages. The options that are shown in gray are not supported by IP Office Intuity emulation. The absence of any other features does not imply that they are supported unless specifically detailed as such elsewhere.



- If the system administrator has set up at least 1 voicemail transfer number, you can press *0 while you are collecting messages and you will be transferred to a reception number.
 - Usually you do not need to wait for a prompt to finish before you choose an option. However, you cannot dial through error messages or prompts that the system wants you to hear.
 - For details of options that are available to callers who want to leave a message see Options for Mailbox Callers.
-

Supported Languages

The language(s) used for the prompts that you hear when you log into your Intuity mailbox are set by your system administrator using IP office Manager. Here is a list of languages that can be used for the prompts. Contact your system administrator if you would prefer to hear prompts in a different language.

- Danish
- German
- English-UK
- English-US
- Spanish
- Spanish-Mexico
- Spanish-Argentina
- Finnish
- French
- French-Canadian
- Italian
- Japanese
- Korean
- Dutch
- Norwegian
- Portuguese
- Portuguese-Brazilian
- Russian
- Swedish
- Chinese (PRC/Mandarin)
- Chinese (Traditional/Cantonese)

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