



IP Office™ Platform

Avaya IP Office™ Platform Embedded
Voicemail User Guide (IP Office Mode)

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have [logged into](#) ¹⁰ a mailbox.

Activity Menu
Playback
<ul style="list-style-type: none"> • New messages start playing by default. • Play old messages = 1 • Play saved messages = 2 <ul style="list-style-type: none"> • Fast forward = # • Rewind = * • Repeat last message = 7 • Skip current message = 9 • Delete current message = 4 • Save current message = 5 • Call back sender = ** • Forward message = 6
Configuration
<ul style="list-style-type: none"> • Edit greeting = 3 • Record Name = *05 • Change mailbox code = *04 • Direct all to email = *01 • Send email notification = *02 • Turn email off = *03 • Outcalling options = *07 • Help = *4

3. Edit Greeting
<ul style="list-style-type: none"> • Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8

6. Forwarding
<ul style="list-style-type: none"> • Forward to extensions = 2 • Forward with header message = 3 <p>[Follow each extension number with # and then a final # to finish.]</p>

*07. Outcalling
<ul style="list-style-type: none"> • Listen to settings = 0 • Configure outcalling = 1 • Turn outcalling off = 6 • Turn outcalling on = 9 • Return to mailbox = 8

IMPORTANT: Old Messages are automatically deleted after 24 hours

After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved, press **5** while listening to the message.

You can also use the following short codes to control your mailbox. These are default system features, however your system maintainer can change them. For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to buttons.

- **Turn Voicemail On: *18**
Causes calls to go to voicemail when you are busy or do not answer. If the extension to which you forward your calls does not answer calls will also go to voicemail.
- **Turn Voicemail Off: *19**
Switches the above feature off.
- **Voicemail Ringback On: *48**
If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.
- **Voicemail Ringback Off: *49**
Switches the above feature off.

1.3 Caller Options

Callers to your mailbox can perform the following actions:

- **Skip Your Mailbox Greeting**
Callers can skip your greeting message and go straight to leaving a message by pressing **1**.
- **Transfer to another number** 
Depending on your settings, the caller can select a transfer to another extension rather than leaving a message.
- **Leave a message**
After hearing the tone, your caller can start recording a message. The system only saves messages that are longer than 3 seconds. The default maximum message length is 120 seconds. However, the system administrator can adjust that.
- **Options after leaving a message**
After leaving a mailbox message, callers can press # rather than hanging up immediately. The caller hears a prompt informing them if the system saved the message. The system then disconnects the call.

1.4 Full Mailbox

When a mailbox is full and unable to store new voicemail messages, the voicemail system plays an information message and disconnects the call.

1.5 Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. To use Visual Voice, your system maintainer must either add a **Visual Voice** button to your phone or set the **MESSAGES** button to use Visual Voice.

- Visual Voice is supported on most Avaya desk phones with a suitable display. On other phones, the button can be used for mailbox access using voice prompts and for direct to voicemail transfer during a call.
- On T3 phones, the Visual Voice button goes direct to the **Listen** function of Visual Voice. To access the full set of Visual Voice functions use **Menu > Settings > Voicemail Settings**.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

- **Listen**

Access your own voicemail mailbox. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below:

- **Play** - Play the message.
 - To select the next message or previous message, use the ▼ and ▲ cursor keys.
 - To fast forward or rewind the current playing message by 5 seconds, use the ◀ and ▶ cursor keys.
- **Pause** - Pause the message playback.
- **Delete** - Delete the message.
- **Save** - Mark the message as a saved message.
- **Call** - Call the message sender if a caller ID is available.
- **Copy** - Copy the message to another mailbox. When pressed as number of additional options are displayed.
- **Message**
Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- **Name**
Change the mailbox user name recording used in various functions and played to callers.
- **Email**
This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the system configuration. This control allows you to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:
 - **Email Mode Off:** Voicemail email is not used.
 - **Email Mode Copy:** Copy new voicemail messages to the email address, leaving the original message in the mailbox.
 - **Email Mode Fwd:** Forward new voicemail messages to the email address, deleting the original message from the mailbox.
 - **Email Mode Alert:** Send an alert email message to the email address, leaving the message in the mailbox.
- **Passcode**
Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**
Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the **MESSAGE** button allows entry of an extension number for direct to voicemail transfer of the connected call.