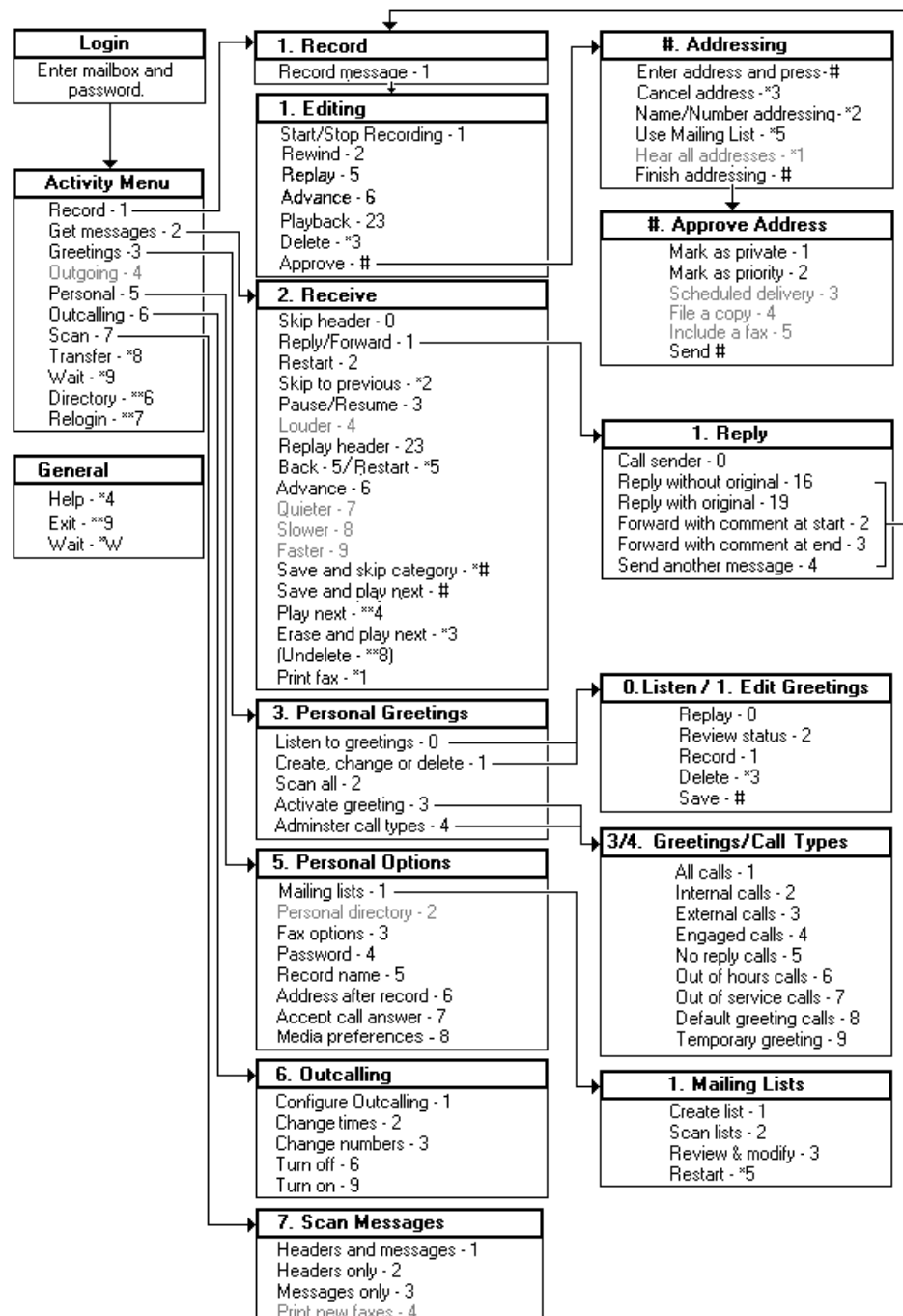




## IP Office Intuity Voicemail – Quick Reference User Guide


Here is a quick summary of the commonly used options that are available once you have logged into your mailbox from your own extension, or remotely.



## When You Access Your Mailbox for the First Time

1. Access the voicemail system, by pressing the programmed "VM Dial" button, or dial \*17. You will be greeted by a voice welcoming you to IP Office.
  2. Your default password is #. You are asked to enter a new password. 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.
  3. Re-enter the new password and press #. You can change the password again at a later date.
  4. Record your name when you are prompted. You can record your name again at a later date.
    - Press 1 and at the tone, speak your name.
    - Press 1 again. Your recording is played back.
    - Either press # to accept the recording or 1 to record again.
- IMPORTANT:** If you do not follow this step, and your company will utilize a dial by name directory, you will **NOT** be recognized by the IP Office!
5. After you log in, the voice prompts tell you what to do.

## Accessing Your Mailbox via Spoken Menu:

1. Press the  **Messages** button (if not set to Visual Voice)/ programmed "VM Dial" button, or dial \*17. You will be greeted by a voice welcoming you to IP Office.
2. Follow the voice prompts to enter extension of the mailbox you wish to access (press # if you are at your phone and wish to access your voicemail)
3. If prompted, enter password, #.
4. Choose what an option from the mailbox's main menu.

## Changing Your Password

1. Log in 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 #.

- We recommend a password of at least four digits. The system allows passwords of up to 15 digits.

5. Re-enter the new password and press #. You hear a message to confirm that your password has been changed.


## Create Personal Greetings

By default, a generic system greeting that includes your recorded name is played when a person calls your voicemail box. You can create a library of up to 9 recorded personal greetings to assign to 9 different call types (2 of which are available to hunt group mailboxes only). Below is first-time instruction for setting up a greeting to handle **all** calls.

1. Press the programmed "VM Dial" button, or dial \*17. Log into your VM box.
2. From the main mailbox menu, press 3 for personal greetings.
3. Press 1 to create, change or delete a greeting.
4. Enter 1 for greeting 1. You will hear it's not recorded or active.
5. Start speaking your greeting at the tone; press # to finish the recording.
6. When you have finished, press 0 to listen to what you recorded. Otherwise, press 1 to assign the new greeting to **All Calls**.
7. You will hear a confirmation that greeting 1 is approved and active for all calls, followed by a list of any other call types you can assign this same greeting to.
8. Press # to finish, and be returned to the personal greetings main menu.
9. Press # to return to your main voicemail box menu.

## Listening to New Messages

When there is a new message waiting to be picked up, the lamp

of the  **Messages** button will be lit, as well as the message indicator on the upper corner of the phone. You will be told of how many new messages your extension's inbox has upon entry.

1. From your mailbox main menu,

press 2 to retrieve your new messages, then 0 to Listen.

2. As you listen to your messages you can use the following controls to listen to all or part of the message again.
  - Press 2 to restart message.
  - Press 2 3 to replay header.
  - Press 3 to pause / resume.
  - Press 5 to rewind 5 seconds.
  - Press \* 5 to restart.
  - Press 6 to advance 5 seconds.

3. When you have listened to the message:
  - Press 1 to reply to or forward the message.
  - Press \*3 to delete, then continue to the next message.
  - Press # to skip, then play the next message.

After you have listened to a message once, its status changes to old.

## Forwarding A Message


1. After (or while) you listen to a message, press 1.
2. Press 2 to forward the message with a comment.
3. Record your comment and press # to finish recording. You are prompted for the forwarding addresses.
4. Enter a mailbox number and then press #.
  - If you are sending to a group of extensions, repeat this step until you have entered all the mailboxes to forward the message to. To delete the last number that you entered, press \*3.
5. Press # to finish addressing.
6. Press # to forward the message.

## To Access Your Voice Mail Box From Outside of the Building:

**Option 1:** Dial your DID, if you have one. When your voicemail greeting answers, dial \*7, and will be taken into the voicemail system log-in menu. Enter your extension, then password, and follow prompts.

**Option 2:** Dial the DID into the voicemail system if one is reserved. Enter your extension and password

## Access Your Mailbox through Visual Voice

Press the  **Messages** button. Enter your passcode, if prompted. The visual voice menu is displayed. The numbers shown against the Listen option indicate the number of new, old and saved messages in your mailbox.

If the system administrator has configured you to receive message waiting indication for any hunt group mailboxes, you can also use the ▲ up and ▼ down arrow keys to highlight hunt group names and the number of messages in those mailboxes. **About Voicemail to Email**

If copies of voicemail messages are being sent to your email inbox (in .wav format), **you must make sure that you still collect the messages out of your extension's voicemail inbox.** Deleting in one place (i.e. email) will **NOT** delete it from the other (i.e. VM system).

## Transferring a Call to Voicemail with Visual Voice

While you have a call connected,

pressing the  **Messages** button allows entry of an extension number for direct-to-voicemail transfer of the connected call.

## Using Visual Voice

Visual Voice gives you access to your mailbox (and **any group mailboxes you belong to**) using softkeys for a more user-friendly option control. Visual Voice is

accessed by pressing the  **Messages** button, and then selecting from the displayed options. Scroll using the ▲ up and ▼ down arrow keys:

**Listen** - When pressed the screen will show the number of **New**, **Old** and **Saved** messages. ▲ up and ▼ down arrow keys to highlight which messages (New, Old or Saved) that you want to listen to, and press **Select**. The details of the first message of that type are displayed. You can use the up and down arrow keys to scroll through the messages. Use the options below:

- **Play / Pause**

Start/stop playback of the currently displayed message.

- **Call**

Call the person who left the message.

- **Back**

Return to the previous menu.

- **More**

Switch between the different sets of available soft key functions.

- **Delete**

Delete the message.

- **Save**

Mark the message as saved. Saved messages are not normally automatically deleted.

- **Copy:** Copy the message to another mailbox. When pressed as number of additional options are displayed.

- **Pre-Rec:** Record a message that will be attached to the start of the message being copied.
- **Targets:** Enter the destination for the message copy.
- **Done:** Copy the message using the targets entered.

**Message** - You can leave a message directly in a mailbox you specify.

**Greeting** - You can listen to, change or delete your personal greeting message.

**Email** - shown if you have been configured with an email address for voicemail to email usage, this control allows you to see and change the current voicemail email mode being used for new messages:

- **Email Mode Off:** Voicemail to email is not used.
- **Email Mode Copy:** New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox.
- **Email Mode Fwd:** New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox.
- **Email Mode Alert:** An alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.

**Password** - You can change your voicemail password. To do this requires entry of the existing password.

**Voicemail** - Switch voicemail coverage on/off.