Containerized IP Office
Using an Intuity Mode Mailbox

Release 11.0.5.0
Issue 3
April 2019

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Chapter 1: Introduction

This document covers mailbox functions you can access if your system is configured to use Intuity emulation mailbox mode.

- Intuity is a set of spoken voicemail mailbox prompts supported by many Avaya voicemail systems. Your system supports a sub-set of the full Intuity feature set.
- Your system supports voicemail working in one of several possible modes. This guide covers Intuity mode. If in doubt, contact your system administrator to confirm that you have the correct guide.

Related links

Mailbox Limits and Automatic Message Deletion on page 4
Caller Options on page 4
Mailbox Options on page 6

Mailbox Limits and Automatic Message Deletion

Your mailbox is limited to 60 minutes of messages and recordings. Once that limit is reached, additional callers are told that they cannot leave a message and your system administrator may receive an alarm.

In normal use, the system automatically deletes a message 30 days after you have played any part of it.

Related links

Introduction on page 4

Caller Options

The voicemail service provides options to callers other than just leaving a message.

Related links

Introduction on page 4
Skipping the Mailbox Greeting on page 5
Breakout Options on page 5
Post-Message Options on page 5

Skipping the Mailbox Greeting

About this task

You and other callers can skip the mailbox owners greeting when you are directed to leave a message.

Procedure

1. As soon as you hear the mailbox greeting, press **1**.
2. You hear a tone, after which you can record your message.

Related links

Caller Options on page 4

Breakout Options

Your system administrator can configure a number of breakout options. Whilst listening to your greeting, callers may be able to press **0**, **2** or **3** to be transferred to another extension. For example, press **0** to be transferred to your company receptionist.

If your system administrator has configured any of these options, it may be useful to include them in any greetings that your record for your mailbox.

Related links

Caller Options on page 4

Post-Message Options

About this task

After having recorded a message to be left in a mailbox, rather than just hanging up, you can use the following options.

Procedure

1. Leave a message as normal.
2. Instead of hanging up, press **#**.
3. If required, select one of the following options:
   - To mark the message as private, press **1**. Private messages cannot be forwarded to users other than the original recipients.
   - To mark the message as priority, press **2**. Priority messages are played before new messages.
4. Press **#** to send the forwarded message.
5. Having sent the message, you can now use one of the following options:
   - To login to a mailbox, press ***3**. See Logging In Remotely on page 11.
   - To be transferred to an extension number, press ***8** and enter the extension number.

- To end the call hang up as normal.

Related links

Caller Options on page 4

Mailbox Options

This table provides a summary of the mailbox options available to you when you login to a mailbox.

Activity Menu	Menu	Sub-Menu
Record: 1	• Record Message: 1 • Start/Stop Recording: 1 • Rewind: 2 • Replay: 5 • Advance: 6 • Playback: 23 • Delete: *3 • Approve: # *(see sub-menu)*	• Enter address and press # • Cancel address: *3 • Name/Number addressing: *2 • Use mailing list: *5 • Finish addressing: #
Get Messages: 2	• Skip Header: 0 • Reply/Forward: 1 *(see sub-menu)* • Restart: 2 • Skip to Previous: *2 • Pause/Resume: 3 • Replay Header: 23 • Back: 5 • Restart: *5 • Advance: 6 • Skip Category: *# • Play Next: # • Save in Current Category: **4 • Erase and Play Next: *3 • Undelete: **8	• Call Sender: 0 • Reply without original: 16 • Reply with original: 19 • Forward with comment at start: 2 • Forward with comment at end: 3 • Send Another Message: 4

Table continues…

Activity Menu	Menu	Sub-Menu
Personal Greetings: 3	• Listen to Greeting: 0 *(see sub-menu)* • Create/Change Greeting: 1 *(see sub-menu)* • Scan All: 2	• Replay: 0 • Review Status: 2 • Record: 1 • Delete: *3 • Save: #
	• Activate Greeting: 3 *(see sub-menu)* • Administer Call Types: 4 *(see sub-menu)*	• All Call: 1 • Internal Calls: 2 • External Calls: 3 • Engaged Calls: 4 • No Reply Calls: 5 • Out of Hours Calls: 6 • Out of Service Calls: 7 • Default Greeting Calls: 8 • Temporary Greeting: 9
Personal Options: 5	• Mailing Lists: 1 *(see sub-menu)* • Password: 4 • Record Name: 5 • Address After Record: 6 • Accept Call Answer: 7	• Create List: 1 • Scan Lists: 2 • Review and Modify: 3 • Restart: *5
Outcalling: 6	• Configure Outcalling: 1 • Change Times: 2 • Change Numbers: 3 • Turn Off: 6 • Turn On: 9	
Scan Messages: 7	• Headers and Messages: 1 • Headers Only: 2 • Messages Only: 3	
Transfer: *8 **Wait:** *9 **Directory:** **6 **Login:** **7 **Help:** *4 **Exit:** **9		

Related links

Introduction on page 4

Chapter 2: Logging Into Your Mailbox

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 subsequent times, you need only enter your mailbox number and password.
- Many Avaya telephones have a key or menus for gaining access to voicemail mailboxes.
- Occasionally, you may want to log in to your mailbox from a telephone that is not on the telephone network of your organization. For more information, see Logging In Remotely on page 11.

Related links

First-Time Login on page 9
Logging In on page 10
Logging In Remotely on page 11
Logging into Visual Voice on page 12

First-Time Login

About this task

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.

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.

Procedure

1. On any extension, dial ***17**.
2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
3. Enter your password and press **#**. If a password has not been set yet, just press **#**.

4. You are asked to enter a new password. Enter and confirm the password you want to use.
   - You must select a password of at least 6 digits. The system allows passwords of up to 15 digits.
   - Your password cannot be the same as your extension number, use repeated digits or include consecutive numbers.
   - Other common key pad patterns such as 1397 are not allowed.
   - Your system administrator can change some of the minimum requirements and will inform you if they are different.
5. Record your name when you are prompted.
   a. Press **1** and at the tone, speak your name.
   b. Press **1** again. Your recording is played back.
   c. Either press **#** to accept the recording or **1** to record again.
6. After you log in, the voice prompts tell you what to do. For a summary, see Mailbox Options on page 6.
   - For help at any tome, press ***4**.
   - To return to the top-level activity menu at any time, press ***7**.
   - To return to the previous menu, press **#**.
   - To exit voicemail, press ****9**.

Related links

Logging Into Your Mailbox on page 9

Logging In

About this task

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.

Procedure

1. On any extension, dial ***17**.
2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
3. Enter your password and press **#**.
4. After you log in, the voice prompts tell you what to do. For a summary, see Mailbox Options on page 6.
   - For help at any tome, press ***4**.

- To return to the top-level activity menu at any time, press ***7**.
- To return to the previous menu, press **#**.
- To exit voicemail, press ****9**.

Related links

Logging Into Your Mailbox on page 9

Logging In Remotely

About this task

You can log in to mailboxes from a telephone that is not on your telephone system. Your system administrator may configure a special number for that. However, if that is not the case, you can use the method below to log in remotely.

If you have outcalling configured to an external number (see Outcalling on page 37), you can login to your mailbox after answering an outcalling notification call that you have a new message.

Procedure

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 extension number and press **#**.
6. Enter your password and press **#**.
7. After you log in, the voice prompts tell you what to do. For a summary, see Mailbox Options on page 6.
   - For help at any tome, press ***4**.
   - To return to the top-level activity menu at any time, press ***7**.
   - To return to the previous menu, press **#**.
   - To exit voicemail, press ****9**.

Related links

Logging Into Your Mailbox on page 9

Logging into Visual Voice

About this task

Visual voice is a set of display menus that allow you to navigate the contents of a mailbox and the mailbox settings. See Visual Voice Controls on page 50.

By default, the button on Avaya phones accesses the visual voice menus for the phone user's mailbox.

- You system administrator can also configure the visual voice menus for your phone to provide access to messages in other users and groups mailboxes.
-

Procedure

1. Either:
   a. Press the button on your Avaya phone.
   b. Press **Features**. Scroll down to **Visual Voice** and press **Select**.
   c. Press the optional **Visual Voice** button that has been programmed on your phone.
2. The visual voice options should appear on the phone's screen. See Visual Voice Controls on page 50.
3.

Related links

Logging Into Your Mailbox on page 9
Visual Voice on page 49

Chapter 3: Listening to Messages

When you have successfully logged in to your mailbox (see Logging In on page 10), you will hear an announcement telling you about the messages that you have. For example, you hear the number of voice messages.

You can listen to your messages or record a new message and send it.

Playback Order - By Message Status

Message of all types are grouped in to the following categories. Priority messages are played first, followed by new messages and then old messages.

1. **Priority**: When a caller leaves a message they can mark it as a priority message.
2. **New**: A message that has not been listened to.
3. **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. See Mailbox Limits and Automatic Message Deletion on page 4.(720 hours). Check with your system administrator to find out how long messages are stored before they are automatically deleted.

Related links

Listening to Messages on page 13
Calling the Message Sender on page 14
Replying to a Voice Message on page 15
Forwarding a Message on page 15
Sending a New Message on page 16
Scanning Messages on page 17

Listening to Messages

About this task

When you receive messages you can skip the header and listen to the message. While listening to your messages you can listen to all or just part of the message again.

Procedure

1. Log in to your mailbox. See Logging In on page 10.

2. The number of new messages is announced. The announcement tells you how many of those messages are priority messages.
3. Press **2** to receive your messages. The header of the first message is played.
   - To skip the message header and listen to the message, press **0**.
4. As you listen to each message, you can use the following controls to listen to all or part of the message again.
   - To restart, press **2**.
   - To replay header, press **23**.
   - To pause/resume, press **3**.
   - To rewind 5 seconds, press **5**.
   - To restart, press ***5**.
   - To advance 5 seconds, press **6**.
5. When you have listened to the message, you have the following options:
   - To reply to the message, press **1** . See Replying to a Voice Message on page 15.
   - To delete the message and continue to the next message, press ***3**.
   - To play the next message, press **#** .

Related links

Listening to Messages on page 13

Calling the Message Sender

About this task

If the message you are listening to was from another extension, you can call the sender back.

Procedure

1. While listening to the message, press **1**.
2. To make a call to the sender, press **0**. You are logged out of your mailbox.

Related links

Listening to Messages on page 13

Replying to a Voice Message

About this task

When you receive a voice message, 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, press **1** again.
3. Select how to 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. When you have finished, press **#**.

Related links

Listening to Messages on page 13

Forwarding a Message

About this task

You can forward a voice message to another mailbox or mailboxes. You can add your own comment to the message to be played before the original message.

- You cannot forward a voice message if it has been marked as private by the sender.
- The comments that are recorded are played followed by the forwarded message.
- If you regularly forward messages to the same group of people, you can create and use a mailing list. See Mailing Lists on page 21.
- You can configure your mailbox to set address before sending or after. See Addressing a Message Before You Record on page 47.

Procedure

1. While listening to the message, press **1**.
2. Press **2** to forward the message with a comment.
3. Record your comment and press **#** to finish recording.
4. You are prompted for the forwarding addresses:
   a. To switch between entering addresses by extension number or by matching user names, press ***2**.

b. Enter a mailbox number (or dial the required name) and then press **#**.

c. To select and add a mailing list (see Mailing Lists on page 21), press ***5** . Press **#** to select one of your own lists. Otherwise, enter the mailbox number of the list owner and press **#**. Enter the number of the list and press **#**.

d. Repeat until you have entered all the mailboxes to forward the message to.

e. To delete the last number you entered, press ***3**.

f. Press **#** to finish addressing.

5. Press **#** to send the forwarded message.

Related links

Listening to Messages on page 13

Sending a New Message

About this task

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.

- If you regularly forward messages to the same group of people, you can create and use a mailing list. See Mailing Lists on page 21.
- You can configure your mailbox to set address before sending or after. See Addressing a Message Before You Record on page 47.

Procedure

1. While listening to the message, 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:

   a. To switch between entering addresses by extension number or by matching user names, press ***2**.

   b. Enter a mailbox number (or dial the required name) and then press **#**.

   c. To select and add a mailing list (see Mailing Lists on page 21), press ***5** . Press **#** to select one of your own lists. Otherwise, enter the mailbox number of the list owner and press **#**. Enter the number of the list and press **#**.

   d. Repeat until you have entered all the mailboxes to forward the message to.

   e. To delete the last number you entered, press ***3**.

   f. Press **#** to finish addressing.

4. If required, select one of the following options:
   - To mark the message as private, press **1**. Private messages cannot be forwarded to users other than the original recipients.
   - To mark the message as priority, press **2**. Priority messages are played before new messages.
5. Press **#** to send the forwarded message.

Related links

Listening to Messages on page 13

Scanning Messages

About this task

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.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **7** to select scan messages.
   - To scan the headers and messages, press **1**.
   - To scan headers only, press **2**.
   - To scan messages only, press **3**.
3. While your message header or message is playing:
   - To rewind current message, press **2**.
   - To pause/resume, press **3**.
   - To exit scan messages, press ***7**.
4. When you are listening to a message, you can press **1** to respond or forward the message. You then have the options to:
   - To call the sender of the message, press **0**.
   - To leave a voice message in the callers mailbox, press **1**.
   - To forward the message to another mailbox, press **2**.
   - To send a new message to another mailbox owner, press **4**.
5. After you have listened to all of your messages, you are returned to the activity menu.

Related links

Listening to Messages on page 13

Chapter 4: Other Options

This section covers other voicemail options and controls.

Related links

Recording a Message on page 19
Transferring a Call to a Mailbox on page 20

Recording a Message

About this task

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

- Recordings must be at least 3 seconds long. The system will automatically delete any messages that are shorter.
- If you regularly forward messages to the same group of people, you can create and use a mailing list. See Mailing Lists on page 21.
- You can configure your mailbox to set address before sending or after. See Addressing a Message Before You Record on page 47.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To select recording, press **1**. After the tone, start recording your message:
   - 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.
3. You are prompted for the forwarding addresses:
   a. To switch between entering addresses by extension number or by matching user names, press ***2**.

b. Enter a mailbox number (or dial the required name) and then press **#**.

c. To select and add a mailing list (see Mailing Lists on page 21), press ***5** . Press **#** to select one of your own lists. Otherwise, enter the mailbox number of the list owner and press **#**. Enter the number of the list and press **#**.

d. Repeat until you have entered all the mailboxes to forward the message to.

e. To delete the last number you entered, press ***3**.

f. Press **#** to finish addressing.

4. If required, select one of the following options:
   - To mark the message as private, press **1**. Private messages cannot be forwarded to users other than the original recipients.
   - To mark the message as priority, press **2**. Priority messages are played before new messages.
5. Press **#** to send the forwarded message.

Related links

Other Options on page 19

Transferring a Call to a Mailbox

About this task

You can use the button on your phone as the destination for call transfers. This allows you to transfer a caller directly to another user's or group's mailbox to leave a message.

Procedure

1. Press **Transfer**.
2. Press the button.
3. Enter the extension number of the mailbox required.
4. Complete the transfer.

Related links

Other Options on page 19

Chapter 5: Mailing Lists

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 while public lists can be used by other mailbox users when they forward a message. If you create a public list it cannot be modified by other users. When you address a message, you can select one of your own mailing lists or a public list from a different mailbox.

Once a list has been created, it can be used to send and forward messages using the telephone. The list can also be changed or deleted using the telephone.

Related links

Creating a Mailing List on page 21
Reviewing a List on page 22
Changing the Status of a List on page 23
Adding Members to a List on page 23
Removing Members from a List on page 24
Deleting a List on page 25
Using a Mailing List on page 25
Forwarding to a List on page 26

Creating a Mailing List

About this task

You can create up to 20 mailing lists for your mailbox. Each mailing list can contain up to 360 mailbox numbers. Once a list has been created, it can be used to send and forward messages using the telephone. The list can also be changed or deleted using the telephone.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
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 to identify the list and then press **#**.
   - The list identifying number must be less than 6 digits long. If the number is too long or already in use you are prompted to enter a different number followed by **#**.
6. Mark the list as private or public:
   - To mark a list a private, press **1**. A private list can only be used by you.
   - To mark a list as public, press **2**. A public list can be used by other users.
7. When prompted, start adding mailboxes to the mailing list. To add a mailbox enter the mailbox number and press **#**. For local mailboxes the name of mailbox user is confirmed. You can also select the following options while you add mailboxes:
   - Press ***2** to switch to selecting mailboxes by name.
   - Press ***5** to import the contents of another public mailbox list.
     - You are asked to enter the mailbox number of the list owner 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.
8. Press **#** to finish.

Related links

Mailing Lists on page 21

Reviewing a List

About this task

When a mailing list has been created you can find out the list identification number and the members of the listing by scanning or reviewing your mailing lists.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **2** to scan your mailing lists.
5. You hear the number of the lowest numbered list, the number of members it contains and whether it is private or public.

6. You can now use the following options:
   - To listen to the list details, press **0**.
   - To skip to the next list, press **#**.

Related links

Mailing Lists on page 21

Changing the Status of a List

About this task

The status of a mailing lists can be private or public. When a mailing list is public, anyone can use the list to send a message to all the members of the listing. A private mailing list can only be used by the person that owns the list.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **3** to modify mailing lists.
5. When prompted to enter the list owner's number, press **#** for your own lists.
6. Enter the list number and press **#**. The list details are announced.
7. Press **1** to add or change details of the mailing list. The status of the mailing list is announced.
8. To change the status of the list, press **9**. The new status of the mailing list is announced.
9. Press **#**.
10. Press **#** to finish.
11. Press ***#** to finish.

Related links

Mailing Lists on page 21

Adding Members to a List

About this task

When a mailing list has been created, new members can be added to the listing.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **3** to modify mailing lists.
5. When prompted to enter the list owner's number, press **#** for your own lists.
6. Enter the list number and press **#**. The list details are announced.
7. Press **1** to add or change details of the mailing list. The status of the mailing list is announced.
8. Press **6** to leave the list status unchanged.
9. Enter the new extension and press **#**.
10. Press **#** to finish.
11. Press ***#** to finish.

Related links

Mailing Lists on page 21

Removing Members from a List

About this task

When a mailing list has been created, members of the list can be removed from the listing.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **3** to modify mailing lists.
5. When prompted to enter the list owner's number, press **#** for your own lists.
6. Enter the list number and press **#**. The list details are announced.
7. The first mailbox name or number is announced:
   - Press ***3** to delete the mailing list member.
   - Press **#** to hear the next member.
8. Press ***#** to finish.

Related links

Mailing Lists on page 21

Deleting a List

About this task

If a mailing list is no longer required, you can delete the list.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **1** for mailing list options.
4. Press **2** to scan your mailing lists.
5. Press **#** to skip the mailing lists not required.
6. Press ***3** when you hear the details of the mailing list that you want to delete.
7. Press ***7** to return to the activity menu.

Related links

Mailing Lists on page 21

Using a Mailing List

About this task

When you are logged in to your mailbox you can record a message and send it to all the mailboxes that are in a mailing list.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To select recording, press **1**. After the tone, start recording your message:
   - 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.
3. Your are prompted to enter the target extension. To select a mailing list, press ***5**:
   a. For one of your own mailing lists, press **#**. For another users public lists, enter the user's extension number and press **#**.

   b. Enter the list number and press **#**.

4. Press **#**.
5. If required, select one of the following options:
   - To mark the message as private, press **1**. Private messages cannot be forwarded to users other than the original recipients.
   - To mark the message as priority, press **2**. Priority messages are played before new messages.
6. Press **#** to send the forwarded message.

Related links

Mailing Lists on page 21

Forwarding to a List

About this task

You can forward a message to the several mailboxes at the same time using a mailing list. Messages marked as private by the sender cannot be forwarded.

Procedure

1. While listening to the message, press **1**.
2. Press **2** to forward the message with a comment.
3. Record your comment and press **#** to finish recording.
4. Your are prompted to enter the target extension. To select a mailing list, press ***5**:
   a. For one of your own mailing lists, press **#**. For another users public lists, enter the user's extension number and press **#**.
   b. Enter the list number and press **#**.
5. Press **#**.

Related links

Mailing Lists on page 21

Chapter 6: Greetings

By default, callers directed to your mailbox hear the default system greeting and your recorded name (see Recording Your Name on page 47). However, you can replace this with your own greetings.

Temporary Greeting

You can record a temporary greeting and specify how long in days it should be used. When you have a temporary greeting active, it overrides all your other mailbox greetings. See Creating a Temporary Greeting on page 35.

Personal Greetings

You can record a library of up to 9 personal greetings for a mailbox to which you have access. You can then select when a particular greeting is used. For example, you can assign different greetings to internal calls and external calls.

You can assign greetings to the call types listed below. If you have assigned greetings to several calls types, the first one in the list that is applicable is used.

1. **Temporary Greeting**
2. **Out of Service** *(hunt group mailboxes only)*
3. **Out of Hours** *(hunt group mailboxes only)*
4. **All Calls**
5. **Internal Calls**
6. **External Calls**
7. **Number engaged calls**
8. **No reply calls**
9. **Default**

Breakout Options

Your system administrator can set up a maximum of three transfer options. If any transfer options have been created any caller who is directed to your voicemail can be given the option to be transferred to a different extension. The transfer options available are 0,2 and 3. 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 are using the transfer options you should record a new greeting message to inform callers that if they press 0, 2 or 3 they will be transferred accordingly.

Related links

Recording a Greeting on page 28

Administering Greetings on page 29
Activating a Greeting on page 31
Deactivating a Greeting on page 32
Scanning Greetings on page 33
Listening to a Greeting on page 33
Changing a Greeting on page 34
Deleting a Greeting on page 35
Creating a Temporary Greeting on page 35

Recording a Greeting

About this task

You can record a library of up to 9 greetings that can be used as either a temporary greeting or as personal greetings applied to specific call types. The greetings are heard by callers when they are directed to your voicemail.

At any time you can listen to a greeting message and re-record it.

- A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds.
- If you record a personal greeting, you can choose to not assign the greeting until you need it used.
- If your system administrator has configured any breakout options (see Breakout Options on page 5), you should mention them in your greetings.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **1** to create, change or delete a greeting.
4. When prompted, select the greeting (1 to 9) you want to change. The system announces if the greeting is active (in use) for any call types.
5. At the tone, start speaking.
6. When finished, press **1**.
   - To play back the greeting you have just recorded, press **23**.
   - If you want to add to the recording, press **1**. Start speaking and press **1** when finished.

- Press **#** to confirm the recording.

7. To save the recording, press **#**.

Next steps

The new greeting can be assigned to a call type by:

- Selecting the call type and then assigning the greeting. See Assigning a Greeting to a Call Type on page 29.
- Selecting the greeting and activating the greeting for a type of call. See Activating a Greeting on page 31.

Related links

Greetings on page 27

Administering Greetings

About this task

When you have recorded greetings, you can assign them to different call types. When you assign greetings to more than one call type, the greeting used for any call is decided using an order of priority.

Related links

Greetings on page 27
Assigning a Greeting to a Call Type on page 29
Unassigning a Call Type on page 30

Assigning a Greeting to a Call Type

About this task

The process allows you to select a call type and then assign one of your recorded greeting to that call type.

You can assign greetings to the call types listed below. If you have assigned greetings to several calls types, the first one in the list that is applicable is used.

1. **Temporary Greeting**
2. **Out of Service** *(hunt group mailboxes only)*
3. **Out of Hours** *(hunt group mailboxes only)*
4. **All Calls**
5. **Internal Calls**
6. **External Calls**
7. **Number engaged calls**
8. **No reply calls**

9. **Default**

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **4** to administer call types.
4. Press **1** to activate a call type. You hear a message to confirm the call types possible.
5. Select the required call type:
   - **1** = All calls greeting
   - **2** = Internal calls greeting
   - **3** = External calls greeting
   - **4** = Engaged calls greeting
   - **5** = No reply greeting
   - **6** = Out of hours greeting
   - **7** = Out of service greeting
   - **8** = Default greeting
   - **9** = Temporary greeting
6. Enter the personal greeting number to assign to the call type selected.
7. Press **#**.

Related links

Administering Greetings on page 29

Unassigning a Call Type

About this task

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.

3. Press **0** to listen to the greetings.
4. When prompted, enter the number of the greeting to listen to. The greeting number and status is played.
5. Press ***8** to unassociate the greeting. The greeting is not deleted but in no longer associated with any call type.
6. Press **#**.

Related links

Administering Greetings on page 29

Activating a Greeting

About this task

When you have recorded greetings (see Recording a Greeting on page 28), you can select the greeting and then assign it to a call type.

When you assign a personal greeting for more than one call type, the greeting used for any call is decided using an order of priority.

1. **Temporary Greeting**
2. **Out of Service** *(hunt group mailboxes only)*
3. **Out of Hours** *(hunt group mailboxes only)*
4. **All Calls**
5. **Internal Calls**
6. **External Calls**
7. **Number engaged calls**
8. **No reply calls**
9. **Default**

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **3** to activate a call type. You hear a message to confirm the call types that are currently active
4. Enter the number of the personal greeting that you want used.

5. Enter the number of the call type to with the greeting should be assigned:
   - **1** = All calls greeting
   - **2** = Internal calls greeting
   - **3** = External calls greeting
   - **4** = Engaged calls greeting
   - **5** = No reply greeting
   - **6** = Out of hours greeting
   - **7** = Out of service greeting
   - **8** = Default greeting
   - **9** = Temporary greeting
6. Press **#**.

Related links

Greetings on page 27

Deactivating a Greeting

About this task

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **4** to administer call types.
4. Press **2** to deactivate a call type. You hear a message to confirm the call types that are currently active
5. Select the required call type.
6. Press **#**.

Related links

Greetings on page 27

Scanning Greetings

About this task

You can scan through your current personal greetings to check which greetings are active and which call types they are assigned to. You can listen to each greeting if required.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **2** to scan greetings.
   - The status of the first greeting and its call assignment, if any, is played.
   - Press **0** to listen to the greeting.
   - Press **#** to skip to the next greeting.

Related links

Greetings on page 27

Listening to a Greeting

About this task

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

To listen to your greeting messages:

1. Log in to your mailbox.
2. Press **3** for 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 you would hear *"For internal calls greeting 1 active"*.
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 greeting number and status is played.
5. Press **0** to listen to the greeting.
6. Press **#** to return to the main greetings menu.

Procedure

1. Log in to your mailbox. See Logging In on page 10.

2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **0** to listen to greetings.
4. When prompted, enter the number of the greeting.
5. Press **0** to listen to the greeting.
6. Press **#**.

Related links

Greetings on page 27

Changing a Greeting

About this task

You can change the recording used for an existing greeting.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **1** to create, change or delete a greeting.
4. When prompted, select the greeting (1 to 9) you want to change. The system announces if the greeting is active (in use) for any call types.
5. At the tone, start speaking.
6. When finished, press **1**.
   - To play back the greeting you have just recorded, press **23**.
   - If you want to add to the recording, press **1**. Start speaking and press **1** when finished.
   - Press **#** to confirm the recording.
7. To save the recording, press **#**.
8. Press **#**.

Related links

Greetings on page 27

Deleting a Greeting

About this task

You can delete a greeting message any time. However, if you delete a greeting that is assigned to a call type, the system greeting is played.

When you are scanning your greetings you can also delete any unwanted greetings by pressing *3 when prompted. For more information, see Scanning Messages on page 17.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **1** to create, change or delete a greeting.
4. When prompted, select the greeting (1 to 9) you want to change. The system announces if the greeting is active (in use) for any call types.
5. Press ***3**.

Related links

Greetings on page 27

Creating a Temporary Greeting

About this task

When a temporary greeting is being used, no other greetings are active. The temporary greeting can be selected for a certain number of days, the maximum number of days being 30. When you enter the number of days the end date is calculated and announced. When the temporary greeting time expires the greetings that you have assigned to specific call types are used. If you have no other greetings assigned the system default greeting will be played to callers.

Procedure

1. Log in to your mailbox. See Logging In on page 10.

2. Press **3** to select personal greetings.
   - If you have any active call types, you hear an announcement listing them. For example, *"For internal calls greeting 1 active"*.
   - If a temporary greeting is active, you hear how many days it will be active. To deactivate it, press **1**. To leave it active, press **#**.
3. Press **4** to administer call types.
4. Press 9 for temporary greeting.
5. Press 1 to record the greeting. Speak after the tone.
6. Press # when finished recording.
7. Enter the number of days that you want the greeting to be active for and press **#** when finished.
8. You will hear an announcement stating that your temporary greeting is active and the number of days that the greeting will remain active.
   - If the number of days selected is between 1 and 30, the greeting is active for the selected number of days. When the number of days has expired your temporary greeting no longer works.
   - If the number of days selected is 0, the selected greeting is your permanent greeting for all voicemail calls. The temporary greeting replaces the system default greeting.
9. Press **#** when you have finished to return to the greetings menu.

Related links

Greetings on page 27

Chapter 7: Voicemail Notification

If you have an Avaya 9600 Series or J100 Series phone, it will automatically provide message waiting indication to you for when a new message arrives in your mailbox. Your system administrator can also configure it to provide notification for messages in other mailboxes.

This section covers additional methods of receiving notification of a new message.

Related links

Turning Ringback On or Off on page 37
Outcalling on page 37

Turning Ringback On or Off

About this task

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.

- 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.

Procedure

At your extension:

- To turn ringback on, dial ***48**.
- To turn ringback off, dial ***49**.

Related links

Voicemail Notification on page 37

Outcalling

The voicemail service make a call and, if answered, tell you that you have a new message. You can then select to either cancel the notification or to login to your mailbox.

Important:

- By default outcalling is disabled. Your system administrator will inform you if it is supported on your system.

Destinations

You can define 5 outcalling destination numbers. These are called **Desk**, **Home**, **Mobile**, **Delegate** and **Other**. See Configuring Your Outcalling Destinations on page 39.

For each destination, you can also set how long it is rung when used.

Escalation List

You can add the destinations that you setup to an escalation list. Each time the system makes an outcalling call, if not answered at the first destination, it will try the next destination in your list.

Schedule

You can select to when outcalling is used, see Selecting When to Receive Outcalling on page 42. The defaults are:

- **Anytime:** 24 hours a day.
- **Prime times:** 09:00 to 19:30.
- **Peak times:** 09:00 to 17:30.

You can also define you own set of hours for when you want outcalling used. See Specifying Your Own Time Schedule on page 43.

Retries

If the system does not receive any response to an outcalling attempt (see Answering Outcalling Calls on page 44), it follows a retry schedule. The default schedule limits the number of retries to 5 and adds a increasing delay between each retry.

The default retry settings are:

- **1st Retry:** 1 minute.
- **2nd Retry:** 5 minutes.
- **3rd Retry:** 10 minutes.
- **4th Retry:** 15 minutes.
- **5th Retry:** 30 minutes.

Related links

Voicemail Notification on page 37
Configuring Your Outcalling Destinations on page 39
Turning Outcalling On or Off on page 39
Changing Your Destination Telephone Numbers on page 40
Changing the Timeout Setting on page 41
Creating an Escalation List on page 41
Selecting When to Receive Outcalling on page 42
Specifying Your Own Time Schedule on page 43
Answering Outcalling Calls on page 44

Configuring Your Outcalling Destinations

About this task

You can add or change the destinations and telephone numbers that outcalling uses. For each destination number you can set the time out length. This is the length of time (in seconds) that the destination telephone rings when notification of a new voicemail message is received. The default time is 15 seconds with the maximum time period being 99 seconds.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **1** to configure your outcalling options. A list of outcalling destinations is played.
4. Select the outcalling destination to configure. An announcement tells you your current outcalling settings.
   - If you selected the incorrect destination, for example Desk instead of Home, press **1**. The list of destinations is played again. Select the required destination.
5. Press **2** to change or enter the destination number.
6. Press **1**, enter the new destination number then press **#**. The telephone number entered is played back.
   - if you must re-enter the destination number, press **1**.
   - Press **#** to accept and enable the new destination.
7. If required you can change the numbers ringing timeout:
   a. To change the timeout, press **2** .
   b. Enter the new value between 5 and 99 seconds and press **#**.
8. The new settings are played. Press **#** to accept and enable the new configuration.
9. Press ***7** to return to the activity menu.

Related links

Outcalling on page 37

Turning Outcalling On or Off

About this task

When outcalling is configured you can control whether outcalling is active. You can also specify the times that outcalling is turned on. For more information, see Selecting When to Receive Outcalling on page 42.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.

3. Select the option required:
   - To turn outcalling on, press **9**.
   - To turn outcalling off, press **6**.
4. Press ***7** to return to the activity menu.

Related links

Outcalling on page 37

Changing Your Destination Telephone Numbers

About this task

You can change the telephone number of an outcalling destination or if no telephone number is defined you can enter a telephone number.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **3** to change a destination telephone number. A list of possible destination options is played.
4. Select the destination to change.
   - Press **1** for Desk.
   - Press **2** for Home.
   - Press **3** for Mobile.
   - Press **4** for Delegate.
   - Press **5** for Other.
5. The telephone number configured for the selected destination is announced.
6. You can change the number if required:
   a. Press **1**.
   b. Press **1**, enter the new number and press **#** when finished.
   c. Press **#** to enable the new telephone number.
7. Press **#** to return to the outcalling menu.
8. If required you can change the numbers ringing timeout:
   a. To change the timeout, press **2** .
   b. Enter the new value between 5 and 99 seconds and press **#**.
9. Press ***7** to return to the activity menu.

Related links

Outcalling on page 37

Changing the Timeout Setting

About this task

For each destination number you can set a timeout. This sets how long time the destination is rung when called. The default time is 15 seconds.

If the destination specified is an internal number, outcalling will not go to voicemail if it is not answered. However, for external number care should be taken. For example, you should set the outcalling timeout to be shorter than your mobile phone's own voicemail setting.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **3** to change a destination telephone number. A list of possible destination options is played.
4. Select the destination to change.
   - Press **1** for Desk.
   - Press **2** for Home.
   - Press **3** for Mobile.
   - Press **4** for Delegate.
   - Press **5** for Other.
5. The telephone number configured for the selected destination is announced.
6. Press **#** to return to the outcalling menu.
7. If required you can change the numbers ringing timeout:
   a. To change the timeout, press **2** .
   b. Enter the new value between 5 and 99 seconds and press **#**.
8. Press ***7** to return to the activity menu.

Related links

Outcalling on page 37

Creating an Escalation List

About this task

You can create a list of your outcalling destinations, called an escalation list. Each time the system makes an outcalling call, if not answered by the first destination in the list, it will try the next destination and so on.

For example, you can select that new voicemail notification sent to your desk. If there is no response, the system can then call your mobile number. If again there is no response, it can call your home number.

When you create an escalation list you can select between two and five different destinations. If needed, you can add the same destination to your escalation list more than once.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **1** to configure outcalling.
4. Press **6** to select escalation.
5. Press **1** to change or configure the locations for escalation. An announcement of the locations available is heard.
6. Select the locations for the escalation. If you have not defined a number for the destination, you are prompted to enter the telephone number and the time out period or select a different destination.
   - Press **1** for Desk.
   - Press **2** for Home.
   - Press **3** for Mobile.
   - Press **4** for Delegate.
   - Press **5** for Other.
7. When you have selected the required locations, press **#** to finish the escalation list.
   - Press **1** to re-select the destinations.
   - Press **3** to listen to the destinations selected.
   - Press **4** to listen to the destinations and telephone numbers selected.
   - Press **2** to accept the list. You are returned to the outcalling main menu.

Next steps

When you have created an escalation list you can select to receive notification using the default settings of prime time, peak time or any time, see Selecting When to Receive Outcalling on page 42. You can also specify your own time schedule, see Specifying Your Own Time Schedule on page 43.

Related links

Outcalling on page 37

Selecting When to Receive Outcalling

About this task

You can select to receive outcalling notification during the prime or peak time periods. The time periods are set globally by your system administrator and may have been changed from the default setting. The default times are:

- **Anytime:** 24 hours a day.

- **Prime times:** 09:00 to 19:30.
- **Peak times:** 09:00 to 17:30.

The times are based on the location of the voicemail server which may be different from your time zone. For details, contact your system administrator.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **2** to change the outcalling times:
   - To receive outcalling at anytime, press **1**.
   - To receive outcalling during prime time periods, press **2**.
   - To receive outcalling during peak times, press **3**.
   - To specify your own outcalling schedule, press **4**. See Specifying Your Own Time Schedule on page 43.
   - To hear the system outcalling schedule. When the schedule times are announced you can select the time period.
4. You will hear an announcement of the new outcalling settings.

Related links

Outcalling on page 37

Specifying Your Own Time Schedule

About this task

You can create your own time profile to select when you will receive outcalling notification. You can change the times of each time period and select when to turn outcalling on. The default time profile is:

- From time A currently 9 am to time B currently 5.30 pm, outcalling is turned on/off.
- From time B currently 5.30 pm to time C currently 7.30 pm, outcalling is turned on/off.
- From time C currently 7.30 pm to time A currently 9 am, outcalling is turned on/off.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. To change your outcalling settings, press **6**.
3. Press **2** to change the outcalling times:
4. Press **4** to specify your own times.
5. Press **1** to change your time profile settings. You hear an announcement of the current settings for the time period A to B.
   a. To change the destination, press **1**. Select the new destination (1 to 5). Its details are announced. Press **#** to enable.

   b. To turn outcalling on for all new messages, press **1**. To turn it on for just new priority messages, press **2**.
   c. Press **2** to change time A.
   d. Press **3** to change time B.
   e. To accept the settings for the time period, press **#**.
6. You will hear the current settings for the time B to C settings.
   a. To change the destination, press **1**. Select the new destination (1 to 5). Its details are announced. Press **#** to enable.
   b. To turn outcalling on for all new messages, press **1**. To turn it on for just new priority messages, press **2**.
   c. Press **2** to change time C.
   d. To accept the settings for the time period, press **#**.
7. You will hear the current settings for the time C to A settings.
   a. To change the destination, press **1**. Select the new destination (1 to 5). Its details are announced. Press **#** to enable.
   b. To turn outcalling on for all new messages, press **1**. To turn it on for just new priority messages, press **2**.
   c. To accept the settings for the time period, press **#**.
8. Press **#**. You are returned to the outcalling main menu.

Related links

Outcalling on page 37

Answering Outcalling Calls

About this task

When you are notified of a new voice message you hear the announcement “You have new messages. To access your messages, please enter your extension number and press hash. To avoid further notification of these messages, press star hash”.

If you do not answer the call or do answer but do not respond, the system will try the next number in your escalation list if you have one. See Creating an Escalation List on page 41. If there is no answer from any number tried, the system will try outcalling again at a later time following its retry schedule. See Outcalling on page 37.

Procedure

1. Answer the telephone call.
2. When you hear the outcalling announcement:
   - To cancel the outcalling, press ***#**. The outcalling is cancelled for the current new message. Your will still receive outcalling for any further new messages.

- To answer the outcalling, press **#**. You can now login to voicemail as normal.

Related links

Outcalling on page 37

Chapter 8: Mailbox Administration

This section covers general mailbox tasks.

Related links

Changing Your Password on page 46
Recording Your Name on page 47
Addressing a Message Before You Record on page 47
Preventing Further Calls and Messages on page 48

Changing Your Password

About this task

If you set a password to restrict access to your mailbox, you can change it whenever you like. For security reasons, you should change your password periodically.

If necessary, your system administrator can set a voicemail password for you. You can then use that password to access your mailbox but the system may then prompts you to change the password.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **4** to change your password.
4. Enter the new password and press **#**.
   - You must select a password of at least 6 digits. The system allows passwords of up to 15 digits.
   - Your password cannot be the same as your extension number, use repeated digits or include consecutive numbers.
   - Other common key pad patterns such as 1397 are not allowed.
   - Your system administrator can change some of the minimum requirements and will inform you if they are different.
5. Re-enter the new password and press **#**. You hear a message to confirm that your password has been changed

Related links

Mailbox Administration on page 46

Recording Your Name

About this task

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 directory search feature of the system. You can re-record your name at any time.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** 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.
   - Recordings must be at least 3 seconds long. The system will automatically delete any messages that are shorter.
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.

Related links

Mailbox Administration on page 46

Addressing a Message Before You Record

About this task

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. When switched on, you are asked to specify the extension numbers of the recipients before you record the message.

Procedure

1. Log in to your mailbox. See Logging In on page 10.
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 confirming your change.

Related links

Mailbox Administration on page 46

Preventing Further Calls and Messages

About this task

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

Procedure

1. Log in to your mailbox. See Logging In on page 10.
2. Press **5** for personal options.
3. Press **7**. You hear a message that tells you whether the option is on or off.
4. To change the setting, press **1**. You hear a message confirming the change.

Related links

Mailbox Administration on page 46

Chapter 9: Visual Voice

Visual Voice allows you to navigate your voicemail mailbox and settings using menus displayed on your phone rather than following spoken prompts.

Related links

Logging into Visual Voice on page 12
Visual Voice Controls on page 50

Logging into Visual Voice

About this task

Visual voice is a set of display menus that allow you to navigate the contents of a mailbox and the mailbox settings. See Visual Voice Controls on page 50.

By default, the button on Avaya phones accesses the visual voice menus for the phone user's mailbox.

- You system administrator can also configure the visual voice menus for your phone to provide access to messages in other users and groups mailboxes.
-

Procedure

1. Either:
   a. Press the button on your Avaya phone.
   b. Press **Features**. Scroll down to **Visual Voice** and press **Select**.
   c. Press the optional **Visual Voice** button that has been programmed on your phone.
2. The visual voice options should appear on the phone's screen. See Visual Voice Controls on page 50.
3.

Related links

Logging Into Your Mailbox on page 9
Visual Voice on page 49

Visual Voice Controls

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

Label	Description
Listen	Access your own voicemail mailbox and see the number of different types of messages. Select one of the options to access those messages and use the options below: • **Play**: Play the message. - To select the next message or previous message, use the phone's up and down cursor keys. - To fast forward or rewind the current playing message by 5 seconds, use the phone's left and right cursor keys. • **Pause**: Pause the message playback. • **Delete**: Delete the message. • **Call** : Call the message sender if a caller ID is available. • **Copy**: Copy the message to another mailbox. When pressed, a 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 recording used to say your name.
Passcode	Change the voicemail mailbox password. To do this requires entry of your existing password.
Email	This option appears if you have been configured with an email address. You can see and change the current voicemail email 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. The modes are: • **Email Mode Off**: Voicemail email is not used. • **Email Mode Copy**: Copy new voice messages to your email address, leaving the original message in the mailbox. • **Email Mode Fwd**: Forward new voice messages to your email address, deleting the original message from the mailbox. • **Email Mode Alert**: Send an alert email message to your email address, leaving the message in the mailbox.
Voicemail	Switch voicemail coverage on/off. When off, you system does not redirect unanswered calls to your mailbox.

Related links

Visual Voice on page 49

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