



Using IP Office Embedded Voicemail Intuity Mode

Release 11.1 FP2
Issue 4
January 2023

Notices

© 2026 Avaya LLC. All Rights Reserved.

You may, at your own risk, assemble a MyDocs collection solely for your own internal business purposes, which constitutes a modification to the original published version of the publications. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of publications. You agree to defend, indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, your modifications, additions or deletions to the publications.

A single topic or a collection of topics may come from multiple Avaya publications. All of the content in your collection is subject to the legal notices and disclaimers in the publications from which you assembled the collection. For information on licenses and license types, trademarks, and regulatory statements, see the original publications from which you copied the topics in your collection.

Except where expressly stated by Avaya otherwise, no use should be made of materials provided by Avaya on this site. All content on this site and the publications provided by Avaya including the selection, arrangement and design of the content is owned by Avaya and/or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. Avaya owns all right, title and interest to any modifications, additions or deletions to the content in the Avaya publications.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY,

OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK "AVAYA SOFTWARE LICENSE TERMS (Avaya Products)" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. "Designated Processor" means a single stand-alone computing device. "Server" means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. "Instance" means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine ("VM") or similar deployment.

License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time as indicated in the order, Documentation, or as authorized by Avaya in writing. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Cluster License (CL). End User may install and use each copy or an Instance of the Software only up to the number of Clusters as

indicated on the order, Documentation, or as authorized by Avaya in writing with a default of one (1) Cluster if not stated.

Enterprise License (EN). End User may install and use each copy or an Instance of the Software only for enterprise-wide use of an unlimited number of Instances of the Software as indicated on the order, Documentation, or as authorized by Avaya in writing.

Named User License (NU). End User may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). End User may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License") as indicated in the order, Documentation, or as authorized by Avaya in writing.

Transaction License (TR). End User may use the Software up to the number of Transactions as specified during a specified time period and as indicated in the order, Documentation, or as authorized by Avaya in writing. A "Transaction" means the unit by which Avaya, at its sole discretion, bases the pricing of its licensing and can be, without limitation, measured by the usage, access, interaction (between client/server or customer/organization), or operation of the Software within a specified time period (e.g. per hour, per day, per month). Some examples of Transactions include but are not limited to each greeting played/message waiting enabled, each personalized promotion (in any channel), each callback operation, each live agent or web chat session, each call routed or redirected (in any channel). End User may not exceed the number of Transactions without Avaya's prior consent and payment of an additional fee.

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately

licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya's website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not

limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Contents

Chapter 1: Embedded Voicemail overview	7
Which Voicemail Do I Have?	7
Logging in for the first time	8
First time login	8
Normal Login	9
Trusted sources	9
Switching to another mailbox	10
Default mailbox controls	10
Short codes	11
Full mailbox	11
Chapter 2: Caller options	12
Skipping your mailbox greeting	12
Transferring to another number	12
Leaving a message	13
Chapter 3: Listening to messages	14
Listening to messages	14
Marking a message as saved	15
Forwarding a message	15
Calling the sender	16
Replying to a message	16
Sending a new message	17
Chapter 4: Personal greeting	18
Recording your greeting	18
Deleting your greeting	19
Listening to your greeting	19
Chapter 5: Changing Your Mailbox Settings	20
Changing your voicemail password	20
Transfer options	21
Recording your name	21
Chapter 6: Voicemail Notification	22
Message Waiting Lamp	22
Voicemail Ringback	22
Voicemail email	23
Outcalling	23
Initial Outcalling Configuration	24
Setting your outcalling destination	24
Setting your outcalling timeout	25
Turning outcalling on	25
Turning outcalling off	26

Contents

Answering outcalling calls.....	26
Chapter 7: Visual Voice	28
Using Visual Voice to Transfer Calls.....	28
Visual voice controls field descriptions.....	28
Chapter 8: Additional Help and Documentation	31
Getting Help.....	31
Getting Help.....	31
Additional Documentation.....	32

Chapter 1: Embedded Voicemail overview

This document covers mailbox operation on IP Office system using Embedded Voicemail running in Intuity mailbox mode. If you are not sure which system you have and the mode it is operating in, see [Which Voicemail Do I Have?](#) on page 7.

Which Voicemail Do I Have?

The operation of voicemail is highly customizable. So it is important that you use the correct mailbox guide:

How Do I Determine Which Guide to Use?

Your system administrator can tell you what type of voicemail your Avaya IP Office system is using. However, the following process may help you to determine it for yourself:

1. On your phone, dial *17 to access voicemail.
2. After the initial greeting, if the voicemail asks “Please enter extension and pound key”, then the voicemail system is running in Intuity mode. Otherwise, go to step 3.
 - a. Press 7. If the system responds with a set of scan options, your voicemail server is Voicemail Pro.
 - b. If the system doesn't respond, your voicemail server is Embedded Voicemail.
3. If otherwise, your voicemail system is running in IP Office mode. Press *05.
 - a. If the system responds with a set of options, your voicemail server is Embedded Voicemail.
 - b. If the system doesn't respond, your voicemail server is Voicemail Pro.

Depending on the above, the following mailbox user guides are available:

- [Using IP Office Embedded Voicemail IP Office Mode](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using a Voicemail Pro IP Office Mode Mailbox](#)

Logging in for the first time

The first time you call your mailbox, the system prompts you to set a mailbox password and to record your name. The system uses the password to control access to your messages and mailbox settings. It uses the name you record in announcements to callers. Though set during the initial mailbox login, you can change the password and change the recorded name at any time.

Procedure

1. Dial ***17**.
2. At the prompt, if dialing from your own extension, press **#**. Otherwise, enter your extension number and press **#**.
3. When the system prompts for a password, press **#**. If the system does not accept this, contact your system administrator who may have already set a password for your mailbox.
4. If your system administrator has not set a password, the system requests you to set a password for your mailbox. Enter a new password and press **#**.
 - You must enter at least four digits and up to 15.
 - Do not set an obvious code for a password like a sequence of digits such as 1234 or the same repeated digits such as 1111
 - Do not use your own extension number.
5. The system prompts you if the new password does not match its requirements. Re-enter the new password and press **#**.
6. The system now requests you to record your name.
 - a. Press **1**.
 - b. At the tone, speak your name and then press **1** again. The system plays back your recording.
 - c. Press **#** to accept the recording or **1** to record again.
7. After you log in, the voice prompts provide instructions. For a summary of the controls, see [Default mailbox controls](#) on page 10.

First time login

The first time you call your mailbox, the system prompts you to set a mailbox password and to record your name. The system uses the password to control access to your messages and mailbox settings. It uses the name you record in announcements to callers. Though set during the initial mailbox login, you can change the password and change the recorded name at any time.

Normal Login

About this task

Use this procedure to login to your mailbox after you have completed a first time login (see [First time login](#) on page 8).

Procedure

1. Dial ***17**.
2. The system prompts you to enter the number of the mailbox you want to access. If you are dialing from your own extension, for your mailbox, just press **#**. Otherwise, enter your extension number and press **#**.
3. If the system requests the mailbox password, enter it and press **#**.
 - The system requests a password if you are accessing a mailbox from a number that is not set as a trusted source for that mailbox. See [Trusted sources](#) on page 9.
 - Once you have logged in, you can change the mailboxes voicemail password if required. See [Changing your voicemail password](#) on page 20.
 - If you have forgotten your voicemail password, contact your system administrator. They cannot see your current password but can reset it to either blank or a known value. If set to blank, you will be prompted to set a new password when logging in.
4. After you log in, the voice prompts provide instructions. For a summary, see [Default mailbox controls](#) on page 10.

Trusted sources

By default, even when you have a password set, you can access your mailbox from your own extension without needing to use the password. This is because your extension number is set as a 'trusted source'. Your system maintainer can change this or also add other numbers as trusted sources for your mailbox if you require.

Mailbox access from numbers that are not trusted sources requires entry of your mailbox password. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

Switching to another mailbox

About this task

Some users may have access to multiple mailboxes such as supervisors in a call centre or a hunt group who may need to check multiple mailboxes. You can use the re-login feature to access mailboxes sequentially, without needing to disconnect after checking each mailbox

Procedure

1. Login to a mailbox.
2. Dial **7.
3. Specify the new mailbox required.

Default mailbox controls

The following is a summary of the options that are available after you have logged into a mailbox.

<ul style="list-style-type: none"> • Record messages: Press 1. • Get messages: Press 2. • Greetings: Press 3. • Help: Press 4. 	<ul style="list-style-type: none"> • Personal options: Press 5. • Outcalling: Press 6. • Re-login: Press 7. • Exit: Press **9.
<p>Get messages: Press 2</p> <ul style="list-style-type: none"> • Listen to messages: Press 0. • Reply/ Forward: Press 1. • Restart: Press 2. • Skip to previous: Press *2. • Pause/Resume: Press 3. • Replay header: Press 23. • Back/Restart: Press *5. • Advance to end: Press 6. • Save and skip message: Press **4. • Save and play next: Press #. • Delete: Press *3. • Save: Press **7. 	<p>Record Message: Press 1</p> <ul style="list-style-type: none"> • Start/stop recording: Press 1. • Rewind: Press 2. • Replay: Press 5. • Advance: Press 6. • Playback: Press 23. • Delete: Press *3. • Approve: Press #.

Table continues...

<p>Greetings: Press 3</p> <ul style="list-style-type: none"> • Listen to greeting: Press 0. • Create, change or delete greeting: Press 1. • Activate: Press 3. 	<p>Personal options: Press 5</p> <ul style="list-style-type: none"> • Password: Press 4. • Record name: Press 5.
<p>Outcalling: Press 6</p> <ul style="list-style-type: none"> • Configure outcalling: Press 1. • Change number: Press 3. • Turn outcalling off: Press 6. • Turn outcalling on: Press 9. 	

Short codes

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.

- To turn voicemail on, press ***18**. This 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.
- To turn voicemail on, press ***19**. This switches the above feature off.
- To turn voicemail ringback on, press ***48**. If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.
- To turn voicemail ringback off, press ***49**. This switches the above feature off.

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.

Chapter 2: Caller options

Callers to your mailbox can perform the following actions:

Related links

[Skipping your mailbox greeting](#) on page 12

[Transferring to another number](#) on page 12

[Leaving a message](#) on page 13

Skipping your mailbox greeting

About this task

Callers can use this procedure to skip your mailbox greeting.

Procedure

Press 1.

The system skips the mailbox greeting and prompts you to leave a message.

Related links

[Caller options](#) on page 12

Transferring to another number

About this task

Use this procedure to transfer to another extension rather than leaving a message. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

Procedure

On reaching voicemail, depending on your settings, callers can select **0**, **2**, or **3** to transfer to the matching number configured by your system administrator.

Related links

[Caller options](#) on page 12

Leaving a message

About this task

After hearing the tone upon reaching voicemail, the 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 the message length.

Procedure

After hearing the tone, start recording a message.

Next steps

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. Callers can then select additional options:

- *7 to login to a mailbox to collect messages
- **9 to disconnect your call.

Related links

[Caller options](#) on page 12

Chapter 3: Listening to messages

The system groups messages into the following categories:

- **New:** New messages that you still have not listened to.
- **Saved:** Messages that you have marked as saved. You can do this if you do not want the system to automatically delete the messages.
- **Old:** New messages that you have listened to automatically becomes an old message. Unless you delete them sooner, the system automatically deletes old messages after 24 hours.

When you get your messages, the system starts with your new messages, then your saved messages and then finally your old messages. When you retrieve your messages, each message starts with a header which contains details about who left the message (if known) and when.

While listening to your messages, you can perform the following actions:

- Mark a message as saved
- Forward a message
- Call the message sender
- Reply to a messages
- Send a new message

Listening to messages

Procedure

1. Login to your mailbox.

The system announces the number of new messages.

2. Press **2** to get your messages.

The system plays the header details of the first message.

3. During or after the header, press **0** to listen to the actual message. As you listen to your messages, you can use the following controls to listen to all or part of the message again.

- To restart the message, press **2**.
- To replay the header, press **23**.

- To pause the message, press **3**.
 - To resume the message, press **3**.
 - To rewind the message for 5 seconds, press **5**.
 - To restart the message, press ***5**.
 - To fast forward the message, press **6**.
 - To save a new or old message, press **7**.
4. After listening to the message, you have the following options:
- To reply to or forward the message, press **1**.
 - To delete the message and continue to the next message, press ***3**.
 - To skip the message and play the next message, press ***#**.
 - To skip to the next message, press ***#**.
 - To leave the message in current category and skip to next category, press ****4**.
 - To go back to previous message, press ***2**.
 - To hang up and end voicemail, press ****9**.

Marking a message as saved

About this task

After you listen to a new message, it is marked as an 'old' message. The system automatically deletes old messages after 24 hours. To prevent this from happening to the current message, you can save the message by marking it as a saved message.

Procedure

1. While listening to a new or old message, press ****7** to save the message.
2. To mark the current message as saved and skip to the next message, press ****4**.
3. To mark the current message as saved and play the next message, press **#**.

Forwarding a message

About this task

You can forward a message to a different mailbox or to several mailboxes at the same time. When you do this, you can record a comment at the start of the message.

Procedure

1. While listening to the message, press **1**.
2. Press **2** to forward the message with a comment.
3. After the tone, record your comment. Recordings must be at least 3 seconds long. During the recording, you can:
 - Press **1** to stop the recording.
 - Press **1** again to restart 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.
4. Enter a mailbox number (or dial the required name), and then press **#**. Repeat this step until you have entered all the mailboxes to which you want to forward the message.

To delete the last number that you entered, press ***3**
5. Press **#** to finish addressing.

Calling the sender

About this task

When an internal caller leaves a message, the system will capture the caller's number and store that number with the message. You can choose to call back the caller's number.

Procedure

1. While listening to the message, press **1**.
2. Press **0**.

Replying to a message

About this task

When you receive a voice message from an internal caller, 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 with voicemail, press **1** again.
3. Select the type of reply:
 - To reply without attaching the original message, press **6**.
 - To reply with the original message attached, press **9**.
4. After the tone, record your reply. Recordings must be at least 3 seconds long.
 - To stop the recording, press **1**.
 - To restart the recording, press **1** again.
 - To rewind the recording, press **2**.
 - To playback the recording, press **23**.
 - To delete the recording, press ***3**.
 - To approve the recording, press **#**.

Sending a new message

About this task

When you are listening to a message, you can record a new message and send it to another mailbox or mailboxes

Procedure

1. While listening to your messages, press **1**.
2. After the tone, record your message. Recordings must be at least 3 seconds long
 - To stop recording, press **1**.
 - To restart recording, press **1** again.
 - To rewind the recording, press **2**.
 - To play back the recording, press **23**.
 - To delete the recording, press ***3**.
 - To approve the recording, press **#**.

Chapter 4: Personal greeting

By default, callers to your mailbox hear the default system greeting. You can replace this with a personal greeting. You can delete your personal greeting at any time. If you delete it, the system plays the default system greeting to callers.

Recording your greeting

About this task

You can record the greeting heard by callers to your voicemail. At any time, you can listen to a greeting message and re-record it.

 **Note:**

A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default.

Procedure

1. Login to your mailbox.
2. Press **3** to select personal greetings.
3. Press **1** to create or change a greeting.
4. Start speaking your greeting at the tone.
5. When you have finished press **1** to edit your greeting.
6. Press **23** to playback the greeting that you have just recorded.
7. Press **#** to confirm the recording. The system announces the number of the greeting just recorded. If you want to add to the recording, press **1** . Start speaking the extra words, press **1** when finished.
8. Press **#** to save the recording.

Deleting your greeting

About this task

You can delete a personal greeting any time. If you delete it, the system plays the default system greeting to callers.

Procedure

1. Login your mailbox.
2. Press **3** for personal greetings.
3. Press **0** to listen to a greeting. If you have not recorded a greeting, you hear 'Greeting not recorded'.
4. Press **#** to return to the main greetings menu.

Listening to your greeting

About this task

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

Procedure

1. Login to your mailbox.
2. Press **3** for personal greetings.
3. Press **0** to listen to a greeting. If you have not recorded a greeting, you hear "Greeting not recorded".
4. Press **#** to return to the main greetings menu.

Chapter 5: Changing Your Mailbox Settings

You can use the following processes to change key mailbox settings.

Related links

[Changing your voicemail password](#) on page 20

[Transfer options](#) on page 21

[Recording your name](#) on page 21

Changing your voicemail password

You can use the following process to change the voicemail password of your mailbox. If you have forgotten your password:

- If you have an Avaya phone that supports visual voice, you may be able to change your voicemail password through the phone's menus. See [Visual Voice](#) on page 28.
- If you have access to the IP Office user portal application, you can change your voicemail password through that application. Refer to [Using the IP Office User Portal](#).
- Otherwise, contact your system administrator.

Procedure

1. Login 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 **#**. You can enter at least four digits and up to 15. Do not set an obvious code for a password like a sequence of digits such as 1234, the same repeated digits such as 1111, or your own extension number.
5. Re-enter the new password and press **#**.

Related links

[Changing Your Mailbox Settings](#) on page 20

Transfer options

Your system administrator can set up to 3 transfer numbers for your mailbox. When a caller to your mailbox presses **0**, **2**, or **3**, the system transfers them to the matching number configured by your system administrator. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator to find out if they have set any transfer numbers for your mailbox. When this feature is set, remember to alter your mailbox greeting in order to inform callers of the options they can use.

Related links

[Changing Your Mailbox Settings](#) on page 20

Recording your name

About this task

You hear your name played as a confirmation when you log in to your mailbox. The system also uses it for other system announcements and functions. You can change your name recording at any time.

Procedure

1. Login to your mailbox.
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. The maximum length is 12 seconds. When you have finished recording your name, the system plays back the recording.
5. Review the recording and select one of the following options:
 - To record your name again, press **1**.
 - To accept the recording, press **#**.
6. Hang up or choose another option.

Related links

[Changing Your Mailbox Settings](#) on page 20

Chapter 6: Voicemail Notification

There are a range of methods by which you can be informed when you have a new voicemail message or messages.

Related links

[Message Waiting Lamp](#) on page 22

[Voicemail Ringback](#) on page 22

[Voicemail email](#) on page 23

[Outcalling](#) on page 23

Message Waiting Lamp

Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp lights when your mailbox contains any new messages that you have not heard. In addition, many Avaya phones have a Message button which also lights when your mailbox contains new messages.

Your system administrator can also configure your message indicators to light when a group mailbox contains new messages. You can then see and access that additional mailbox through Visual Voice. You can also access it by using the group extension number during mailbox login instead of your extension number.

Related links

[Voicemail Notification](#) on page 22

Voicemail Ringback

If you enable ringback, whenever you use your phone, immediately after completing the call the system will automatically call you if your mailbox contains any new messages. This is useful if you have a telephone that does not have a message waiting lamp or button.

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

Related links

[Voicemail Notification](#) on page 22

Voicemail email

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

There are no Voicemail Email controls available to you through your mailboxes spoken prompts interface. However, if you have an Avaya telephone that supports Visual Voice, you can use Visual Voice to control your Voicemail Email settings.

Email address/ Enabling voicemail email functions

Before you can use the email options, your system administrator must enter your email address into the telephone system configuration. Otherwise, you hear the message 'Email is not enabled on this mailbox' whenever you try to use an email option. Your system administrator can tell you whether they have configured your mailbox to use

Related links

[Voicemail Notification](#) on page 22

Outcalling

You can receive notification of a new voice message by using the outcalling feature. When you receive a new message, the voicemail system notifies you by calling a number that you have set. You can then retrieve the message from the number at which you received the notification. Systems running Release 7.0 or higher support this option.

Each outcalling alert rings for a duration you can set. The default is 15 seconds. The call ends if not answered. If answered, the system prompts you to enter your mailbox password. When answer, the outcalling call automatically ends if:

- You press ***#** to indicate that you do not want any more outcalling calls for the current new messages
- You enter the wrong password 3 times.
- More than 5 minutes passes with no response.

Up to 3 outcalling calls are attempted, with a minimum of 15-minutes between calls, unless you answer and press ***#** or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

Related links

[Voicemail Notification](#) on page 22

[Initial Outcalling Configuration](#) on page 24

[Setting your outcalling destination](#) on page 24

[Setting your outcalling timeout](#) on page 25

[Turning outcalling on](#) on page 25

[Turning outcalling off](#) on page 26

[Answering outcalling calls](#) on page 26

Initial Outcalling Configuration

About this task

The first time you access the outcalling menus, the system prompts you to set a destination number for outcalling alerts. Once set, you can then change the number, turn outcalling on, turn outcalling off and change the timeout used for how long outcalling calls ring.

Procedure

1. Press **6**. An announcement tells you that you have not configured outcalling
2. Press **1** to configure your outcalling options. You need to specify the destination telephone number where you want to receive your new voicemail notification.
3. When you have configured an outcalling destination number, you can turn outcalling on/off.

Related links

[Outcalling](#) on page 23

Setting your outcalling destination

About this task

Use this procedure to add or change the telephone number that outcalling uses.

Procedure

1. Login to your mailbox.
2. Press **6** to change outcalling information.
3. Press **1** to configure your outcalling options.
4. Press **1** to change or enter the destination number.
5. Press **1**, enter the new destination number then press **#**.
The system plays back the number.
6. Press **1** if you need to re-enter the destination number.
7. Press **#** to accept and enable the new destination.
 - a. You can change the time out setting by pressing **2**.
 - b. Enter the new value in seconds and press **#**. The system plays back the new settings.
 - c. Press **#** to accept and enable the new configuration.
8. Press ***7** to return to the activity menu.

Related links

[Outcalling](#) on page 23

Setting your outcalling timeout

The timeout controls how long the outcalling call rings the destination number before hanging up if not answered. The default is 15 seconds with the maximum being 59 seconds.

If the destination specified is an internal number, outcalling does not go to voicemail if unanswered. However, if the destination is an external number with its own voicemail, the timeout must be set to less than the time before the external voicemail might answer. For example, if you have voicemail active for your mobile telephone, where any calls go to voicemail if not answered after 30 seconds, you must set the outcalling timeout to less than 30 seconds.

Related links

[Outcalling](#) on page 23

[Setting your outcalling timeout](#) on page 25

Setting your outcalling timeout

Procedure

1. Login to your mailbox.
2. Press **6** for change outcalling information.
3. Press **1** to configure your outcalling options.
4. Press **1** to change or enter the destination number.
5. Press **1**, enter the new destination number then press **#**.
The system plays back the number.
6. If you need to re-enter the destination number, press **1**.
7. Press **#** to accept and enable the new destination.
 - a. You can change the time out setting by pressing **2**.
 - b. Enter the new value in seconds and press **#**. The system plays back the new settings.
 - c. Press **#** to accept and enable the new configuration.
8. Press ***7** to return to the activity menu.

Related links

[Setting your outcalling timeout](#) on page 25

Turning outcalling on

About this task

Once you have a set an outcalling destination, you can choose to switch outcalling on.

Procedure

1. Login to your mailbox.
2. Press **6** to access your outcalling settings.

3. Press **9** to switch outcalling on.

Related links

[Outcalling](#) on page 23

Turning outcalling off

About this task

Note:

Turning outcalling off does not delete the outcalling number or timeout you have set.

Procedure

1. Login to your mailbox.
2. Press **6** to access your outcalling settings.
3. Press **6** to switch outcalling off.

Related links

[Outcalling](#) on page 23

Answering outcalling calls

When you have a new message, the system tries to call your outcalling destination number three times with a 15-minute interval between each call.

Related links

[Outcalling](#) on page 23

[Collecting a message](#) on page 26

[Cancelling further message notifications](#) on page 26

Collecting a message

Procedure

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter your extension number and press **#**.
3. Log in to voicemail in the usual way and collect your new message.

Related links

[Answering outcalling calls](#) on page 26

Cancelling further message notifications

Procedure

1. Answer the outcalling alert.
2. When you hear the outcalling announcement, enter ***#**.

The system cancels any further outcalling for that new message. You still receive outcalling alerts for any subsequent new message.

Related links

[Answering outcalling calls](#) on page 26

Chapter 7: Visual Voice

Visual Voice allows you to access your mailbox using the display menu of your phone rather than following spoken mailbox prompts. Not all phones support Visual Voice.

To use Visual Voice, your system maintainer must add a Visual Voice button to your phone. Alternatively, your system maintainer can set the **Messages** button on your phone to act as a Visual Voice button.

- On phones that have a display but do not support Visual Voice operation, the use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported.

Related links

[Using Visual Voice to Transfer Calls](#) on page 28

[Visual voice controls field descriptions](#) on page 28

Using Visual Voice to Transfer Calls

About this task

Use this procedure for voicemail transfer.

Procedure

1. Press the **Visual Voice** button on the connected call.
2. Enter the extension number to get transferred directly to the voicemail of the connected call.

Related links

[Visual Voice](#) on page 28

Visual voice controls field descriptions

The arrangement of options on the screen will vary depending on the phone type and display size. You can access the controls that are not shown on the current display by using the < and > buttons on the phone to move between screen pages.

Button	Description
Listen	<p>To listen to the messages in your mailbox. You can select one of the following options to start playback of messages in that category. The options are:</p> <ul style="list-style-type: none"> • New: Displays the number of new messages on the screen. • Old: Displays the number of old messages on the screen. • Saved: Displays the number of saved messages on the screen. <p>Once you select the message playback, the available controls change. The options are:</p> <ul style="list-style-type: none"> • Previous: To play the previous message. • Next: To play the next message. • Rewind: To rewind the message for approximately 5 seconds. • FFwd: To forward the message for approximately 5 seconds. • Delete: To delete the current message. • Save: To mark the message as a saved message. • Copy: To copy the message to another mailbox. When you press the Copy button, the phone displays the following options: <ul style="list-style-type: none"> - Pre-Rec: To record a message to attach to the start of the copied message. - Targets: To enter a destination for the copied message. - Done: To copy the message using the targets that you enter. • Pause: To pause the current message. You can press the button again to resume the message.
Main (0)	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. The name is displayed along with the number of new messages in the mailbox.</p> <p>You can press the button to access the mailbox in the same way as the Listen option.</p>
Message	To record and send a voicemail message to other mailboxes.
Greeting	<p>To change the main greeting message that is heard when callers reach your mailbox. If you have not recorded a greeting, the system uses its default mailbox greeting. To change the greeting message, you can press the following buttons:</p> <ol style="list-style-type: none"> 1. Record: To record a new greeting. 2. Listen: To listen to the current greeting or the new greeting that you have just recorded. 3. Submit: To submit the new greeting that you have just recorded. 4. Delete: To delete the current greeting. The mailbox reverts to using the default system greeting.

Table continues...

Button	Description
Email	<p>The option that displays if you have a configured an email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option that is used when your mailbox receives new messages.</p> <p>You can click Change to change the mode that displays and Done to save the change. The modes are:</p> <ul style="list-style-type: none"> • Email Mode Off: To disable voicemail email. • Email Mode Copy: To copy new voicemail messages to the email address while leaving the original message in the mailbox. • Email Mode Fwd: To forward new voicemail messages to the email address while deleting the original message from the mailbox. • Email Mode Alert: To send an alert email message to the email address while leaving the message in the mailbox.
Password	To change the mailbox password. You need to enter your existing password to change the mailbox password.
Voicemail	To switch voicemail usage on or off. When switched off, the voicemail system does not answer unanswered calls.

Related links

[Visual Voice](#) on page 28

Chapter 8: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Getting Help](#) on page 31

[Getting Help](#) on page 31

[Additional Documentation](#) on page 32

Getting Help

Some IP Office features require you to enter information such as your user name, password, login code (security PIN), voicemail code (mailbox password).

Avaya cannot or reset the values for your passwords and codes. However, your system administrator can reset the values if necessary, either doing it themselves or through a request to your system's Avaya business partner.

Your system administrator also sets the rules your IP Office system uses for allowable passwords and codes. The same rules are applied to all users.

Related links

[Additional Help and Documentation](#) on page 31

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and escalate issues to Avaya if necessary.

If you require further support, you should first contact your own system administrator. They are able to access the full configuration of the IP Office system, either themselves or through a request to your system's Avaya business partner.

Whilst your system administrator/reseller cannot see your existing passwords, they can reset them in order to allow you to login again and then change the value.

Related links

[Additional Help and Documentation](#) on page 31

Additional Documentation

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products. The links below cover user guides that you may find useful.

Phone User Guides

- [IP Office J100 Series Phone User Guide](#) | [IP Office J100 Series Quick Reference](#)
- [IP Office 9600 Series Phone User Guide](#) | [IP Office 9600 Series Quick Reference](#)
- [IP Office Analog Phone User Guide](#)

Application Guides

- [Using Avaya Workplace Client for IP Office](#)
- [Using the IP Office User Portal](#)
- [Using one-X Portal for IP Office](#)
- [Using IP Office SoftConsole](#)

Voicemail Mailbox User Guides

- [Using a Voicemail Pro IP Office Mode Mailbox](#)
- [Using a Voicemail Pro Intuity Mode Mailbox](#)
- [Using IP Office Embedded Voicemail Intuity Mode](#)
- [Using IP Office Embedded Voicemail IP Office Mode](#)

Related links

[Additional Help and Documentation](#) on page 31

Index

A

Administrator	31
answering	
outcalling calls	26

B

Business Partners	31
-------------------------	--------------------

C

call back	16
cancel	
voicemail notifications	26
change	
outcalling destination	24
password	20
collect	
message	26
configuration	
outcalling	24
controls	10
short codes	11

D

default mailbox controls	
short codes	11
delete	
greeting	19
Documentation	32

E

embedded voicemail	7
Embedded Voicemail	7

F

field descriptions	
visual voice	28
first	
login	8
forgotten password	31
forwarding	
message	15
record comment	15
full mailbox	11

G

greeting	
adding personal greeting	18
delete	19
record	18
skip	12

H

Help	31
------------	--------------------

I

Intuity mode	7
IP Office mode	7

L

leave	
message	13
listen	
messages	14
personal greeting	19
logging in	
normally	9
login	
first time	8
login code	31

M

mailbox	
full	11
mailbox controls	10
short codes	11
Mailbox mode	7
mailboxes	
switching	10
Manuals	32
message	
collect	26
forwarding	15
replying	16
save	15
sending	17
Message Lamp	22
messages	
leave message	13
listen to message	14
listen to messages	14
multiple mailboxes	

Index

multiple mailboxes (*continued*)
switching [10](#)

N

name
recording [21](#)
notifications
voicemail email [23](#)

O

options
caller [12](#)
exit [10](#)
get messages [10](#)
greetings [10](#)
help [10](#)
outcalling [10](#)
personal options [10](#)
re-login [10](#)
record messages [10](#)
transfer [21](#)
outcalling
add number [24](#)
change number [24](#)
overview [23](#)
setting destination number [24](#)
timeout [25](#)
turn off [26](#)
turn on [25](#)
outcalling calls
answering [26](#)
outcalling menu
initial configuration [24](#)

P

password [31](#)
change [20](#)
personal greeting [18](#)
listen [19](#)

R

record
greeting [18](#)
name [21](#)
record comment
message forwarding [15](#)
reply
message [16](#)
Reseller [31](#)
Ringback [22](#)

S

saving
message [15](#)
security
trusted source [9](#)
security PIN [31](#)
sending message [17](#)
skip
greeting [12](#)
switch
mailboxes [10](#)
System Administrator [31](#)

T

timeout
outcalling [25](#)
transfer
another number [12](#)
numbers [21](#)
options [21](#)

U

User guides [7](#)
User Guides [32](#)

V

visual voice [28](#)
field descriptions [28](#)
using [28](#)
voicemail transfer [28](#)
voicemail
email [23](#)
voicemail code [31](#)
voicemail message
collect [26](#)
voicemail notifications
cancel [26](#)
Voicemail Pro [7](#)
voicemail transfer
visual voice [28](#)