



Using a Voicemail Pro IP Office Mode Mailbox

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Chapter 1: Introduction

This document covers mailbox operation on IP Office system using a Voicemail Pro server running in IP Office 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 6.

Related links

[Which Voicemail Do I Have?](#) on page 6

[Mailbox Limits and Automatic Message Deletion](#) on page 7

[Transferring a Call to a Mailbox](#) on page 7

[Mailbox User Options](#) on page 7

[Voicemail Help](#) on page 8

Which Voicemail Do I Have?

How to work out which mailbox guide to use?

IP Office supports several types of voicemail, so it is important that you use the correct mailbox guide. Your system administrator can tell you which guide to use.

You can also use the following process to try and work out which guide to use for yourself. However, due to the customizability of IP Office voicemail, this may not always work.

1. On your phone, dial ***17** to access voicemail.
2. After the initial greeting, if voicemail asks *"Please enter extension and pound key"* it is running in a mode called 'Intuity emulation' mode. Otherwise, go to step 4.
3. Press **7**.
 - a. If the voicemail responds with a set of scan options, your voicemail server is called Voicemail Pro. Use the [Using a Voicemail Pro Intuity Mode Mailbox](#) user guide.
 - b. Otherwise, your voicemail server is called Embedded Voicemail. Use the [Using a Voicemail Pro IP Office Mode Mailbox](#) user guide.
4. If otherwise, your voicemail system is running in a mode called 'IP Office' mode. Press ***05**.
 - a. If the voicemail responds with a set of options, your voicemail server is called Embedded Voicemail. Use the [Using IP Office Embedded Voicemail Intuity Mode](#) user guide.
 - b. Otherwise, your voicemail server is called Voicemail Pro. Use the [Using IP Office Embedded Voicemail IP Office Mode](#) user guide.

Related links

[Introduction](#) 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.


- The system automatically deletes a message 36 hours after you have played any part of it unless you mark it as a saved message.

Related links


[Introduction](#) on page 6

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

[Introduction](#) on page 6

Mailbox User Options

Here is a summary of the options that are available when you have logged into a mailbox.

If you call your own extension and are diverted to voicemail, you can press **8** during the initial greeting to switch to collecting your messages.

Top Menu	Sub-Menus
<ul style="list-style-type: none"> • Play old messages = 1 • Play saved messages = 2 • Edit greeting = 3 (<i>see sub-menu</i>) • Delete current message = 4 • Save current message = 5 • Forwarding options = 6 (<i>see sub-menu</i>) • Repeat previous message = 7 • Help = 8 • Skip current message = 9 • Fast forward = # • Rewind = * • Call back sender = ** • Direct all to email = *01 • Send email notification = *02 • Turn email use off = *03 • Change mailbox access code = *04 • Record your name = *05 	<p>3. Edit Greeting (User)</p> <ul style="list-style-type: none"> • Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8 <p>3. Edit Greeting (Hunt Group)</p> <ul style="list-style-type: none"> • Review normal greeting = 1 • Review out of hours greeting = 2 • Review queued message = 3 • Review still queued message = 4 <p>Forwarding</p> <ul style="list-style-type: none"> • Forward to email = 1 • Forward to extension(s) = 2 • Forward to extension(s) with header = 3 <p>(follow each extension number with # and then a final # to end entry)</p>

Notes

- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Related links

[Introduction](#) on page 6

VoiceMail Help


You can press **8** at any time to listen to the help menu.

Related links

[Introduction](#) on page 6

Chapter 2: Logging In

This section describes the ways in which you can log into your mailbox to retrieve your messages.

- Many Avaya telephones have a  key or menus for gaining access to voicemail mailboxes. See [Logging into Visual Voice](#) on page 10.
- You can also use the one-X Portal for IP Office application. It can display when you have voicemail messages.
- Occasionally, you may want to log in to your mailbox from a different phone. See [Logging In from Another Location](#) on page 10.

Related links

[Trusted Locations](#) on page 9

[Logging In from Your Extension](#) on page 9

[Logging In from Another Location](#) on page 10

[Logging into Visual Voice](#) on page 10

[Changing Your Mailbox Passcode](#) on page 11

[Recording Your Name](#) on page 12

Trusted Locations

Your voicemail mailbox is protected with an access code. By default your own extension is configured as a trusted location from which you are not required to use your access code when logging into your mailbox. Your system administrator can change that if required.

If you regularly log in to your mailbox from a location other than your own extension, you can ask your system administrator to also set that location up as a trusted location.

Related links

[Logging In](#) on page 9

Logging In from Your Extension

About this task

By default, your extension is a trusted location, which means that from your extension you can log into your voicemail mailbox without the need to enter an access code

Procedure

1. Dial *17. If this is the first time that the mailbox has been used, you might be prompted to record a name. If so, follow the instructions that you hear.
2. When you have logged in to your mailbox, an announcement tells you how many new messages you have (if any). New messages are then played back.
3. You can press 8 to find out about the options that you can use.
4. To leave voicemail, hang up.

Related links

[Logging In](#) on page 9

Logging In from Another Location

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.

Procedure

1. Either:
 - If at another extension, dial your extension number.
 - If at an external location, call your external DID number or call your receptionists and ask to be transferred to your own extension number
2. When you hear your voicemail greeting, press 8. You are asked for your access code.
3. Enter your access code. You can now check your messages.
 - If you regularly log into your mailbox from a location other than your own extension, you can ask your system administrator to set that location as a trusted location. When you log into your mailbox from a trusted location you are not asked for an access code.


Related links

[Logging In](#) 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 28.

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 28.

Related links

- [Logging In](#) on page 9
- [Visual Voice](#) on page 27

Changing Your Mailbox Passcode

About this task

To protect your mailbox you can set up an access code. This is particularly useful if you log in to collect your messages from a public place.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***04** to change your mailbox access code.
3. Key in your current access code after the tone. If you do not have one, press **#**.
4. Key in your new access code after the tone and press **#**.
5. When you are prompted to repeat your new access code, key in your new access code again 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.
6. When you hear, the message "Your access code has now been changed", hang up.

Related links

[Logging In](#) on page 9

[Mailbox Administration](#) on page 25

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. See [Logging In](#) on page 9.
2. Press ***05** to select the option to record your name.
3. Press **1** to hear your current recording.
4. Press **2** to record your name. When prompted, speak your name. The maximum recorded length is 5 seconds.
5. Press **2** when you have finished recording your name.
6. Press **1** to listen to your new recording. Review the recording and select one of the following options:
 - To save the new recording: Press **3**.
 - To record your name again: Press **2**.

Related links

[Logging In](#) on page 9

Chapter 3: Listening to Messages

When you have logged into your mailbox, you hear an announcement to tell you the number of new messages that you have in your mailbox. The first of the new messages is then presented. For more information, see [Listening to Your Messages](#) on page 13 Listening to New Messages.

Your mailbox can contain the following types of message:

- **New:** These are messages that have not yet been heard by you, the mailbox owner.
- **Old:** As soon as you start listening to a message, the status of the message is changed to **Old**.
 - • Once you have heard a new message, it is marked as 'old' and automatically deleted unless you mark it as saved.
- **Saved:** While you listen to a message, you may request that the message be saved.

Related links

[Listening to Your Messages](#) on page 13

[Saving a Message](#) on page 14

[Listening to Old and Saved Messages](#) on page 14

[Deleting Messages](#) on page 15

Listening to Your Messages

About this task

When you logged into your mailbox, you hear an announcement to tell you how many new voicemail messages you have, if any. The first of these is then played to you.

- Once you have heard a new message, it is marked as 'old' and automatically deleted unless you mark it as saved.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. The mailbox announces the number of new messages and starts playing the first new message:
 - **To switch to old messages:** Press 1.
 - **To switch to saved messages:** Press 2.

3. Whilst a message is playing, you can use the following controls:
- **To delete the message:** Press **4**. See [Deleting Messages](#) on page 15.
 - **To save the message:** Press **5**. See [Saving a Message](#) on page 14.
 - **To forward the message:** Press **6**. See [Forwarding Messages](#) on page 16.
 - **To repeat the last message:** Press **7**.
 - **To skip the message:** Press **9**.
 - **To call back the sender (if internal):** Press ******.
 - **To fast forward:** Press **#**.
 - **To rewind:** Press *****.
 - **To pause:** Press **0**.
 - **To restart:** Press *****.

Related links

[Listening to Messages](#) on page 13

Saving a Message

About this task

You can prevent a message from being automatically deleted by marking it as a saved messages.

- You need to ensure that you don't fill your mailbox (see [Mailbox Limits and Automatic Message Deletion](#) on page 7). When full it is prevented from recording new messages.

Procedure

While you are listening to the message or immediately after listening to it:

- To mark the message as saved, press **5**.

Related links

[Listening to Messages](#) on page 13

Listening to Old and Saved Messages

About this task

By default, when you access you mailbox, it starts playing new messages. You can switch to listening to your old or saved messages.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. The mailbox announces the number of new messages and starts playing the first new message:
 - **To switch to old messages:** Press **1**.
 - **To switch to saved messages:** Press **2**.
3. Whilst a message is playing, you can use the following controls:
 - **To delete the message:** Press **4**. See [Deleting Messages](#) on page 15.
 - **To save the message:** Press **5**. See [Saving a Message](#) on page 14.
 - **To forward the message:** Press **6**. See [Forwarding Messages](#) on page 16.
 - **To repeat the last message:** Press **7**.
 - **To skip the message:** Press **9**.
 - **To call back the sender (if internal):** Press ******.
 - **To fast forward:** Press **#**.
 - **To rewind:** Press *****.
 - **To pause:** Press **0**.
 - **To restart:** Press *****.

Related links

[Listening to Messages](#) on page 13

Deleting Messages

About this task

If you do not want to keep a message, you can delete it while you are listening to it .

Procedure

While you are listening to the message or immediately after listening to it:

- To delete the message, press **4**.

Related links

[Listening to Messages](#) on page 13

Chapter 4: Forwarding Messages

Messages can be forwarded to another location.

Related links

[Forwarding a Message to Email](#) on page 16

[Forwarding a Message to Another Mailbox](#) on page 17

[Forwarding a Message After Adding a Header](#) on page 17

[Forwarding a Message to Saved Messages](#) on page 18

[Forwarding New Messages to Email](#) on page 18

Forwarding a Message to Email

About this task

You can forward a voice message to your email mailbox. The message is sent as a file attached to the email.

- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Procedure

1. During or immediately after playing a message, press **6**.
2. Press **1**. The message is forwarded to your email address.
3. To return to the previous menu or to cancel message forwarding, press **#**.

Related links

[Forwarding Messages](#) on page 16

Forwarding a Message to Another Mailbox

About this task

You can forward a message to a different extension or to several extensions.

- You can also forward a message after having recorded your own header to the message. See [Forwarding a Message After Adding a Header](#) on page 17.

Procedure

1. During or immediately after playing a message, press **6**.
2. Press **2**.
3. Enter each extension number followed by a **#**. For example:
 - To forward a message to extension 201 only, dial **201#**
 - To forward a message to extensions 201, 202 and 203, dial **201#202#203#**
4. To finish, press **#** again.

Related links

[Forwarding Messages](#) on page 16

Forwarding a Message After Adding a Header

About this task

Before you forward a message, you can record a message of your own as a header to the message that you are forwarding. For example, you might add a header message to explain to the recipient why you are forwarding it to them.

Procedure

1. During or immediately after playing a message, press **6**.
2. Press **3**.
3. You are prompted to record your message and then press any key to finish recording.
4. Enter each extension number followed by a **#**. For example:
 - To forward a message to extension 201 only, dial **201#**
 - To forward a message to extensions 201, 202 and 203, dial **201#202#203#**
5. To finish, press **#** again.

Related links

[Forwarding Messages](#) on page 16

Forwarding a Message to Saved Messages

About this task

You can prevent a message from being automatically deleted by marking it as a saved messages.

- You need to ensure that you don't fill your mailbox (see [Mailbox Limits and Automatic Message Deletion](#) on page 7). When full it is prevented from recording new messages.

Procedure

1. During or immediately after playing a message, press **6**.
2. Press **4**.
3. To finish, press **#** again.

Related links

[Forwarding Messages](#) on page 16

Forwarding New Messages to Email

About this task

You can have new messages automatically forwarded to your email address.

- After being forwarded, the original voice message is automatically deleted from your voicemail mailbox.
- Selecting this option overrides other alerts. See [Sending Email Alerts](#) on page 20.
- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***01**. Future new messages received in the voicemail mailbox are forwarded to your email address.

Related links

[Forwarding Messages](#) on page 16

[Voicemail Email](#) on page 20

Chapter 5: Caller Options

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

Related links

[Skipping the Mailbox Greeting](#) on page 19

[Breakout Options](#) on page 19

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 **2**.
2. You hear a tone, after which you can record your message.

Related links

[Caller Options](#) on page 19

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 you record for your mailbox.

Related links

[Caller Options](#) on page 19

Chapter 6: 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. In addition, when you listen to a message you can choose to forward it to your email address.

- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Related links

[Sending Email Alerts](#) on page 20

[Forwarding New Messages to Email](#) on page 18

[Switching Voicemail Email Off](#) on page 21

Sending Email Alerts

About this task

You can choose to receive an email alert to tell you when a caller has left a message for you.

- This option overrides automatic email forwarding of new messages. See [Forwarding New Messages to Email](#) on page 18.
- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***02**. An email alert is sent for future voicemail messages in your voicemail mailbox.

Related links

[Voicemail Email](#) on page 20

Forwarding New Messages to Email

About this task

You can have new messages automatically forwarded to your email address.

- After being forwarded, the original voice message is automatically deleted from your voicemail mailbox.
- Selecting this option overrides other alerts. See [Sending Email Alerts](#) on page 20.
- Before you can use the email options, your system administrator must enter your email address in the system configuration. If not, 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 your voicemail system has been configured to use email.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***01**. Future new messages received in the voicemail mailbox are forwarded to your email address.

Related links

[Forwarding Messages](#) on page 16

[Voicemail Email](#) on page 20

Switching Voicemail Email Off

About this task

If you have chosen any of the email notification options (see [Sending Email Alerts](#) on page 20 and [Forwarding New Messages to Email](#) on page 18), you can switch their use off.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***03**.

Related links

[Voicemail Email](#) on page 20

Chapter 7: Changing Mailbox Greetings

By default, a generic system greeting is played when a caller is redirected to your mailbox. You can record a personalized greeting message for your mailbox if you prefer.

Related links

[Listening to the Mailbox Greeting](#) on page 22

[Changing the Mailbox Greeting](#) on page 22

[Setting the Mailbox Greeting to Continuous Play](#) on page 23

[Changing Hunt Group Greetings](#) on page 24

Listening to the Mailbox Greeting

About this task

You can listen to the mailboxes current greeting.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press **3** for greeting messages.
3. Press **1**. You hear the currently greeting being used for the mailbox.
4. To return to the previous menu, press **8**.

Related links

[Changing Mailbox Greetings](#) on page 22

Changing the Mailbox Greeting

About this task

You can change the mailbox greeting if required. If you choose to offer callers to your mailbox any transfer options to covering numbers, you must record a greeting message that explains the available transfer options.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press **3** for greeting messages.
3. Press **2** to record a new greeting.
 - a. After the tone, start recording the new greeting. The greeting must be at least 3 seconds long.
 - b. Press **2** to finish recording.
4. Press **1** to hear the new greeting.
5. To re-record the greeting, press **2** again and repeat the process above.
6. To save the new greeting, press **3**.
7. To return to the previous menu, press **8**.

Related links

[Changing Mailbox Greetings](#) on page 22

Setting the Mailbox Greeting to Continuous Play

About this task

You can set up your personal greeting message so that it plays continuously. If you do this, callers cannot leave messages or access any breakout options.

- To cancel this setting, the mailbox greeting needs to be replaced with a new greeting. See [Changing the Mailbox Greeting](#) on page 22.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press **3** for greeting messages.
3. Press **4**. You hear a conformation prompt to tell you that your change was saved.
4. To return to the previous menu, press **8**.

Related links

[Changing Mailbox Greetings](#) on page 22

Changing Hunt Group Greetings

About this task

Your system administrator can set up a method for you to log into the mailbox of a hunt group. If so, in addition to standard message control, you can change the hunt group greeting messages.

For a hunt group mailbox you can record several different greetings:

- **Mailbox Greeting:** This is the standard mailbox greeting played to callers being asked to leave a message.
- **Out of Hours Greeting:** This greeting is used when the hunt group has been set to either night service or out of service mode.
- **Queued Greeting:** This greeting is played to callers waiting to be answered by a member of the group.
- **Still Queued Greeting:** This greeting is played to callers still waiting to be answered by a member of the group.

Procedure

1. Login to the group mailbox using the options provided by your system administrator.
2. Press **3** for greeting messages.
3. Select the greeting that you want to record:
 - For the standard mailbox greeting, press **1**.
 - For the out of hours greeting, press **2**.
 - For the queued greeting, press **3**.
 - For the still queued greeting, press **4**.
4. Press **1** to hear the current greeting.
5. Press **2** to record a new greeting.
 - a. After the tone, start recording the new greeting. The greeting must be at least 3 seconds long.
 - b. Press **2** to finish recording.
6. Press **1** to hear the new greeting.
7. To re-record the greeting, press **2** again and repeat the recording steps above.
8. To save the new greeting, press **3**.
9. To return to the previous menu, press **8**.

Related links

[Changing Mailbox Greetings](#) on page 22

Chapter 8: Mailbox Administration

This section covers general mailbox options.

Related links

[Changing Your Mailbox Passcode](#) on page 11

[Switching Voicemail On or Off](#) on page 26

[Switching Ringback On or Off](#) on page 26

Changing Your Mailbox Passcode

About this task

To protect your mailbox you can set up an access code. This is particularly useful if you log in to collect your messages from a public place.

Procedure

1. Login to your mailbox. See [Logging In](#) on page 9.
2. Press ***04** to change your mailbox access code.
3. Key in your current access code after the tone. If you do not have one, press **#**.
4. Key in your new access code after the tone and press **#**.
5. When you are prompted to repeat your new access code, key in your new access code again 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.
6. When you hear, the message “Your access code has now been changed”, hang up.

Related links

[Logging In](#) on page 9

[Mailbox Administration](#) on page 25

Switching Voicemail On or Off

About this task

When voicemail is switched off, callers are not redirected to your mailbox when you do not answer their call. This option does not prevent messages from being forwarded to your mailbox by other mailbox users.

Procedure

1. On your extension (you do not need to login to your mailbox).
 - **To switch your voicemail off:** Dial ***19**
 - **To switch your voicemail on:** Dial ***18**
2. You hear two confirmation beeps. Hang up.

Related links

[Mailbox Administration](#) on page 25

Switching Ringback On or Off

About this task

When voicemail ringback is on, if you have any new messages, the voicemail service calls you when you next end a call. If you answer, it prompts you to log in to your mailbox.

Procedure

1. On your extension (you do not need to login to your mailbox).
 - **To switch ringback on:** Dial ***48**
 - **To switch ringback off:** Dial ***49**
2. You hear two confirmation beeps. Hang up.

Related links

[Mailbox Administration](#) on page 25

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 10

[Visual Voice Controls](#) on page 28

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 28.

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

- Your 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 28.

Related links

[Logging In](#) on page 9

[Visual Voice](#) on page 27

Visual Voice Controls

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

Label	Description
Listen	<p>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:</p> <ul style="list-style-type: none"> • Play: Play the message. <ul style="list-style-type: none"> - 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. • Save: Mark the message as saved.
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.
Email	<p>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:</p> <ul style="list-style-type: none"> • 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.
Password	Change the voicemail mailbox password. To do this requires entry of your existing password.
Voicemail	Switch voicemail coverage on/off. When off, you system does not redirect unanswered calls to your mailbox.

Related links

[Visual Voice](#) on page 27

Chapter 10: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Forgotten Password](#) on page 29

[Getting Help](#) on page 29

[Additional Documentation](#) on page 30

Forgotten Password

Some IP Office features require you to enter information such as your username, 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 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 29

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 29

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 1408/1416 Phone User Guide](#) | [IP Office 1408/1416 Telephone Quick Reference Guide](#)
- [IP Office 1608/1616 Phone User Guide](#) | [IP Office 1608/1616 IP Telephone Quick Reference Guide](#)
- [IP Office 9500 Series Phone User Guide](#) | [IP Office 9500 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 29

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