



IP Office

Intuity Mode Mailbox Users Guide

Table Of Contents

IP Office Intuity Mode	1
IP Office Intuity Flowchart.....	3
Recording and Checking Messages.....	5
Logging In.....	5
First Time.....	5
Normal Login.....	5
Activity Menu	6
Recording Messages.....	6
Receiving Messages	7
Replying or Forwarding Messages	8
Scanning Messages	8
Mailbox Personal Options	9
Mailbox Mailbox Personal Options	9
Address Before/After Record.....	9
Close Your Mailbox	9
Change Your Password.....	9
Record Your Name.....	10
Setting a Fax Number.....	10
Administer Personal Greetings.....	11
Manage Greetings	11
Edit Greetings	11
Scan all Greetings.....	11
Activate a Greeting	12
Administer Call Types	12
Caller Actions After Leaving a Message.....	13
Index.....	15

IP Office Intuity Mode

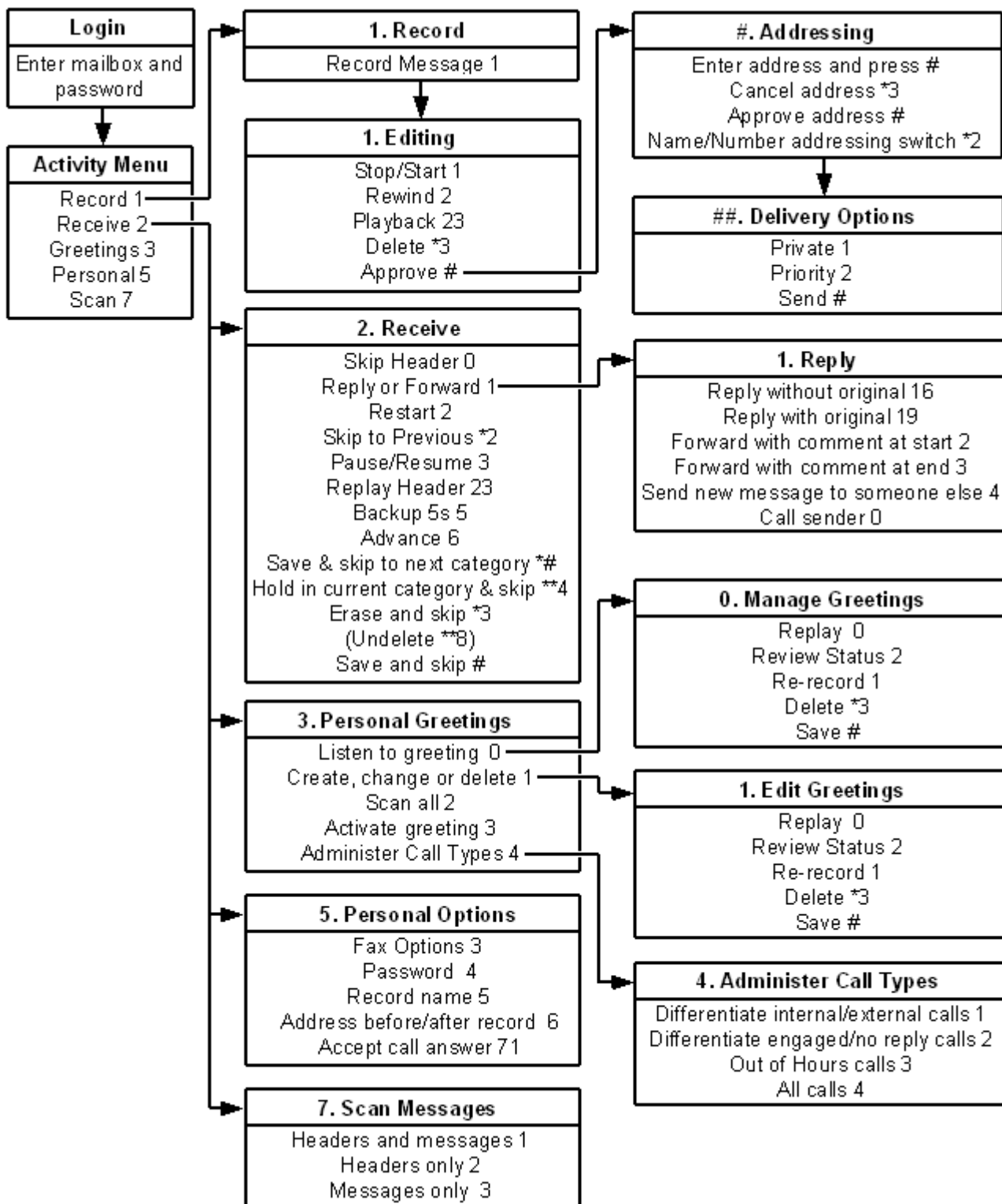
This document covers IP Office mailboxes running in Intuity mode.

All users can use the following default short codes. Your System Administrator will inform you of your mailbox's PIN code.

- **Access voicemail:** *17
- **Turn voicemail on/off:** *18 / *19
This controls the diversion of calls from your phone to voicemail when busy or unanswered. To stop you mailbox receiving any messages see [Close Your Mailbox](#).
- **Turn voicemail ringback on/off:** *48 / *49
When ringback is on, when you have new messages, your extension is rung after it is used.

IP Office Intuity Flowchart

Users can access the following controls when collecting mail from their mailbox.



- Whilst collecting messages, pressing *0 will transfer you to your mailbox's reception number if set by the System Administrator.

Recording and Checking Messages

Logging In

The log in method will vary according to whether it is the first time the mailbox has been accessed or not.

First Time

The first time you call your mailbox you will be prompted to record your name and change the mailbox password. The name you record will be used in various system announcements and in the voicemail systems directory search.

1. Dial ***17**.
2. Enter your extension number and press **#**.
3. Enter your password and press **#**. If no password has not been set press just **#**.
4. You will be asked to enter a new password.
 - Enter a new password and press **#**. Note that your password cannot be the same as your extension number or a set of repeated digit or consecutive numbers.
 - Re-enter the new password and press **#**.
5. You will be asked to record a name.
 - Press **1**. At the tone, speak your name and then press **1** again. Your recording will be played back.
 - Either press **#** to accept the recording or **1** to record again.
6. You will now be at the mailboxes [Activity Menu](#).
7. After you log in, the voice prompts tell you what to do.
 - For help at any time press ***4**.
 - To return to the activity menu press ***7**.
 - If you are at the end of a menu, you can return to the previous menu by pressing **#**.

Normal Login

1. Dial ***17**.
2. Enter your extension number and press **#**.
3. Enter your voicemail password and press **#**.
4. You will now be at the mailboxes [Activity Menu](#).
5. After you log in, the voice prompts tell you what to do.
 - For help at any time, press ***4**.
 - To return to the activity menu, press ***7**.
 - If you are at the end of a menu you can return to the previous menu by pressing **#**.

Activity Menu

When you log into your mail box you reach the Activity menu. Voice prompt will announce the first three options. Further options are not announced but they are accessible by pressing the relevant number.

- **1 = Record**
Send messages to another users mailbox. See [Recording Messages](#).
- **2 = Receive**
Handle messages in your mailbox. See [Receiving Messages](#).
- **3 = Administer Personal Greetings**
Change, add and delete greetings and set which greetings are used for different call types. See [Personal Greetings](#).
- **5 = Personal Options**
Change the mailbox password and other options. See [Personal Options](#).
- **7 = Scan Messages**
Listen to all messages. See [Scanning Messages](#).
- **Note:**
You can usually dial through a voice prompt to enter a command without waiting for the prompt to finish. You can not dial through error messages or prompts that the system wants you to hear.

Recording Messages

You can send messages to a mailbox by doing the following.

1. Log into your mailbox.
2. Press **1** and speak your message after the tone.
3. Press **#** to end the recording or press **1** to edit the recording that has just been made.
 - Press **1** to stop/start the recording.
 - Press **2** to rewind the recording.
 - Press **23** to playback the recording.
 - Press ***3** to delete the recording.
 - Press **#** to approve the recording.
4. The recorded message needs to be addressed. Enter the extension number and press **#**.
 - Press **#** to accept the address.
 - Press ***2** to switch the name/number.
 - Press ***3** to cancel the address.
5. To send the message press **#** or to set the delivery options press **0**.
 - Press **1** to mark the message as Private.
 - Press **2** to mark the message as Priority.
 - Press **#** to send the message.

Receiving Messages

You can listen to messages left in your mailbox.

1. Log into your mailbox. When you log in the number of new messages, including the number of messages marked as Priority will be announced.
2. Press **2** to receive your messages.
 - **Note** When messages are retrieved, new messages marked as Priority will be presented first.
3. When you are listening to your messages you can press any of the following.
 - 0 - Listen to message.
 - # - Skip message.
 - *# - Skip to next category of messages.
 - 1 - Reply or forward the message. See [Replying or Forwarding Messages](#).
 - 2 - Restart message.
 - *2 - Skip to previous message.
 - 3 - Pause / resume.
 - *3 - Delete and continue to next message.
 - **4 - Hold in current category and skip.
 - 5 - Backup 5 seconds.
 - 6 - Advance.
 - **8 - Undelete message just deleted.
 - 23 - Replay Header.

Your mailbox keeps incoming messages until they are deleted either by yourself or automatically after a pre-set time period. By default messages are deleted 720 hours (30 days) after being played.

Replying or Forwarding Messages

When listening to a message you can reply or forward the message by pressing **1**, then select one of the following options.

- 0 = Call the sender.
- 1 = Send voicemail message reply, then:
 - To reply without the original message attached press **6**.
 - To attach the original message to your reply press **9**.
- 2 = Forward the message with a comment at the start.
- 3 = Forward the message with a comment at the end.
- 4 = Send a new message to someone else.

When you have forwarded a message you can press **#** to return to the receive menu. You will be presented with the message that you have forwarded. Press ***3** to delete the message and listen to the next message or **#** to skip the message and listen to the next one.

- **Note:** Messages that have been marked as Private cannot be forwarded to another mailbox.

Scanning Messages

Scanning allows you to hear your messages and/or message headers without having to take any further action. The message headers detail when the message was received, where/who from if known and its length.

1. Log into your mailbox.
2. Press 7 to select scan messages.
3. Select the scan mode required.
 - **1** = Scan headers and messages.
 - **2** = Scan headers only.
 - **3** = Scan messages only.
4. After hearing all you messages you are returned to the [activity menu](#).

Mailbox Personal Options

Mailbox Mailbox Personal Options

The following personal options can be configured for your mailbox:

- [Personal Greetings](#)
- [Change your password](#)
- [Record your name](#)
- [Address Before/After Record](#)
- [Accept Call Answer](#)
- [Setting a Fax Number](#)

Address Before/After Record

When recording a message you can select whether to set the addresses before or after doing the recording.

1. Log into your mailbox.
2. Press **5** to access your personal options.
3. Press **6** to switch when to address the message.

Close Your Mailbox

You can prevent further callers from leaving messages. Callers will instead here you name and then *"Sorry, the mailbox you have reached is not accepting messages at this time. Please disconnect"*. This function is also known as 'Accept Call Answer'.

1. Log into your mailbox.
2. Press **5** to access your personal options.
3. To toggle between the two possible options press **7**.

Change Your Password

To change your voicemail password:

1. Log into your mailbox.
2. Press **5** to access your personal options.
3. Press **4** to change your password.
4. Enter the new password and press **#**.
5. Re-enter the new password and press **#**.

Record Your Name

To record your name.

1. Log into your mailbox.
2. Press **5** to access your personal options.
3. Press **5**. Speak your name after the tone.
4. Press **1** to stop recording. Your recording will be played back.
 - Press **#** to accept the recording.
 - Press **1** to record your name again.

Setting a Fax Number

If your system administrator has set a system fax number, any calls to your mailbox that present fax tone will be diverted to that number. You can override this and set you own destination number for the printing of fax calls received at your mailbox.

1. Log into your mailbox.
2. Press **5** to access your personal options.
3. Press **3** for fax options.
4. Press ****5** to set a fax printing number. Enter the extension number of your preferred fax destination and then press **#**.
5. Enter ****5** to change the number again or ***3** to delete it (reroute your fax calls to the system number).

Administer Personal Greetings

Personal greetings can be recorded for your mailbox. Once recorded they can be changed, deleted, made active and assigned to different call types.

1. Log into your mailbox.
2. Press **3** to access your personal greetings. If any call types have been selected an announcement will list the call types and the greeting assigned to that call type e.g. "for out-of-hours calls greeting 1 active".

Manage Greetings

To listen to your greetings:

1. Press **0** to listen to your greetings.
2. Enter the greeting number. The greeting will be played. When it has been played you can:
 - Press **0** to listen to the greeting again.
 - Press **1** to re-record the greeting.
 - Press **2** to review the greetings status.
 - Press ***3** to delete the greeting.
 - Press **#** to save the greeting.

Edit Greetings

Greetings can be created or amended from this option. To create, change or delete your greeting:

1. Press **1**.
2. Enter the greeting number. (To record a new greeting enter the new greeting number and follow the prompts). The greeting will be played. When it has been played you can:
 - Press **0** to listen to the greeting again.
 - Press **1** to re-record the greeting.
 - Press ***3** to delete the recording
 - Press **#** to save the greeting.
 - **Note:** To find out the greeting number listen to all the greetings that have been recorded by using the Scan all Greetings option.

Scan all Greetings

To scan all your greetings:

1. Press **2**.
2. Each greeting status will be stated e.g. *Greeting 1 recorded but not active*. You then have the following options.
 - Press **0** to listen to the greeting.
 - Press **#** to skip to the next greeting.

Activate a Greeting

A greeting has to be made active before it can be heard by callers. To make a greeting active:

1. Press **3**.
2. Enter the greeting number to be used for all calls. If call types have been specified then select the call type for the greeting.
 - **Note:** To deactivate a greeting another greeting needs to be activated against the call type.

Administer Call Types

Greetings can be recorded for specific types of calls. To select the call types:

1. Press **4**.
2. Select the call types required then press **#** when finished.
 - 1 - Differentiate between internal and external calls.
 - 2 - Differentiate between engaged and no-reply calls.
 - 3 - Identified call received out-of-hours.
 - 4 - Same greeting is used for all calls.
 - **Note:** If call types are no longer required and a single greeting is to be used for all calls, select option **5**.

Caller Actions After Leaving a Message

Callers leaving messages in a mailbox can press # after completing their message rather than hanging up. They will then hear the options for marking a message as private (1) or priority (2) followed by a request to press # again.

If after this the caller can access a number of other options as follows:

- **Access another mailbox (internal callers only):** Press *R.
- **Transfer to another extension:** Press *T.
- **Transfer to cover extension:** Press 0.
This will only happen if the cover reception number has been specified for your mailbox. Your System Supervisor will need to make the necessary change.
- **To end call:** Press **9 or hang-up.
- **To access the Name/Number Directory:** Press **N.

Index

A

Accept Call Answer 9
Access
 Name/Number Directory 13
Access 13
Activate
 Greeting 10
Activate 10
Activity Menu 5
Address Before/After Record 9
Administer Call Types 10
Administer Personal Greetings 5, 10

C

Caller Actions After Leaving
 Message 13
Caller Actions After Leaving 13
Change Your Password 9
Close Your Mailbox 9

D

Delete 6

E

Edit Greetings 10

F

Fax Number
 Setting 10
Fax Number 10
First Time 5
Forwarding Messages 7

G

General Operation 1
Greeting
 Activate 10
Greeting 10
Greetings 10

H

Hold 6

I

In
 Logging 5
IP Office Intuity Flowchart 3

L

Logging
 In 5
Logging 5

M

Manage Greetings 10
Messages
 Caller Actions After Leaving 13
 Receiving 6
 Recording 6

Scanning 7
Messages 6, 7, 13

N

Name/number
 switch 6
Name/number 6
Name/Number Directory
 access 13
Name/Number Directory 13
Normal Login 5

P

Personal Options 5, 9
PIN 1
Priority 6
Private 6, 7

R

Receiving
 Messages 6
Receiving 6
Record Your Name 9
Recording
 Messages 6
Recording 6
Replay Header 6

S

Scan Messages 5
Scanning
 Messages 7
Scanning 7, 10
Send voicemail 7
Setting
 Fax Number 10
Setting 10
Skip 6
Stop/start 6
Switch
 name/number 6
Switch 6
System Administrator 1
System Supervisor 13

T

Turn voicemail on/off 1
Turn voicemail ringback on/off 1

U

Undelete 6

V

Voicemail 1, 5

W

Where/who 7

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract.

The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2004 Avaya Inc. All rights reserved.

Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200

Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com>