

## IP Office Intuity Mailbox

# 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 you 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 you extension number and press **#**.
3. Enter you 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 **#**.

## IP Office Intuity Mailbox

# 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.

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## *IP Office Intuity Mailbox*

# 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.

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# 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.

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## *IP Office Intuity Mailbox*

# 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.

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## *IP Office Intuity 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](#).

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***IP Office Intuity Mailbox*****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 **#**.

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## *IP Office Intuity Mailbox*

# 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.

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## IP Office Intuity Mailbox

# 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**.

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## ***IP Office Intuity Mailbox***

# **Close Your Mailbox**

You can prevent further callers from leaving messages. Callers will instead hear your 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**.

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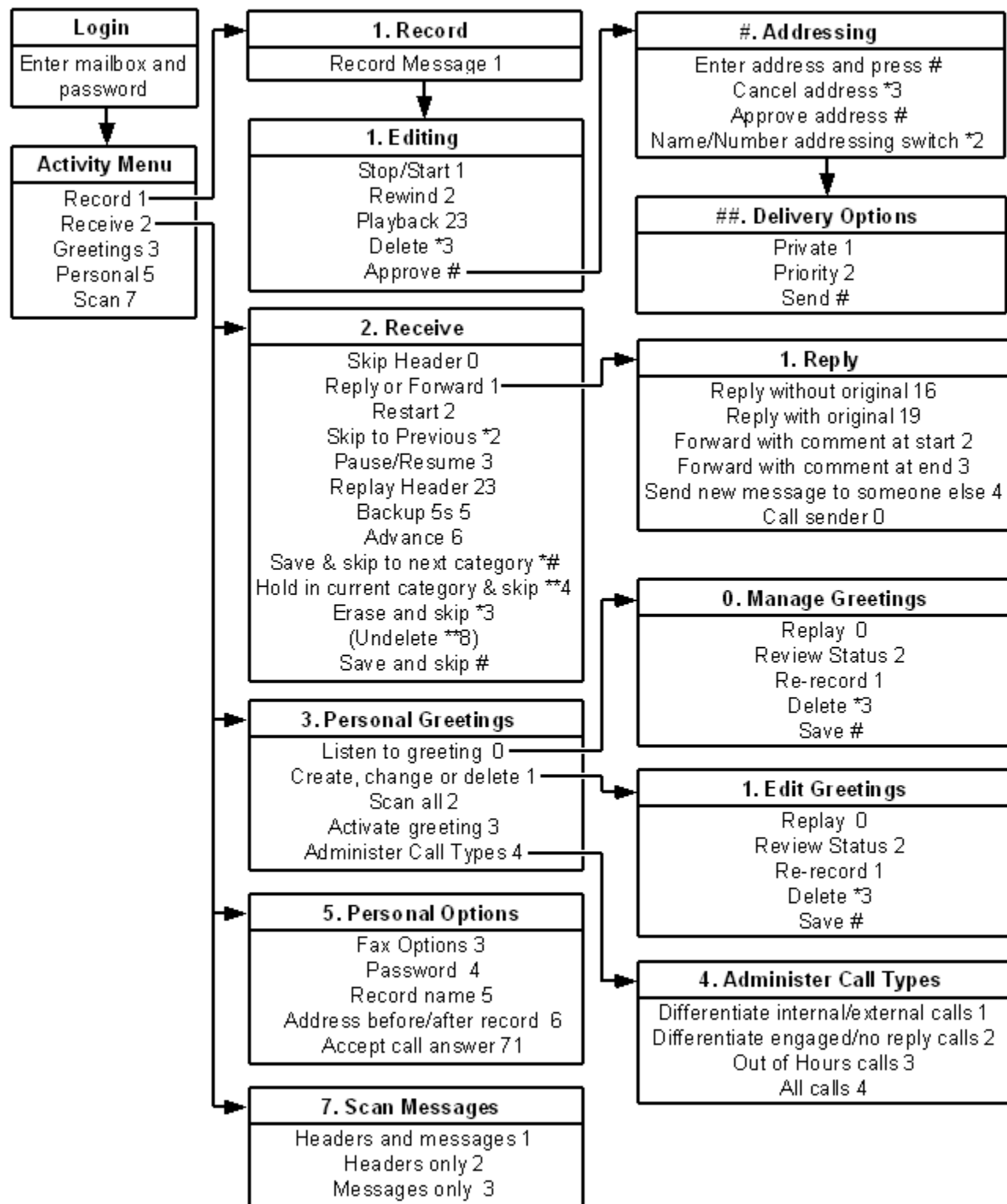
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## IIP Office Intuity Mailbox

# 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.