1. Embedded Voicemail

This user guide is for embedded voicemail provided by an IP Office Essential Edition system. The system can be configured to support either Intuity emulation mailbox operation or IP Office mode mailbox operation.

This guide is for IP Office IP Office mailbox mode. Your system administrator will confirm which mode your system is using.

1.1 Logging In

By default you can access your mailbox from your extension without needing to use your password as your extension's number is treated as a 'trusted source'. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

From non-trusted sources, entry of your mailbox password is required. 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.

Logging In to Your Mailbox for the First Time

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

Typically your mailbox number matches your extension number which is the internal number that people dial to call you. Your system administrator can tell you if your mailbox number is different. Similarly your system administrator can tell you if your mailbox already has a password set. Typically a password is not set until the first time you log in.

1. Dial *17 from your own extension. By default you can access your own mailbox from your own phone without needing to use your password⌈ 18⌉. Enter your password if requested.

2.

3. You will hear a prompt telling you how many messages you have. The voicemail system will start playing your new messages. A summary of many of the controls is given in Default Mailbox Controls.

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have logged into⌈ 7⌉ a mailbox.

Mailbox

- Play old messages = 1
- Play saved messages = 2
- Fast forward = #
- Rewind = *
- Repeat last message = 7
- Skip current message = 9
- Delete current message = 4
- Save current message = 5
- Call back sender = **
- Forward message = 6
- Edit greeting = 3
- Record Name = *05
- Change mailbox code = *04
- Direct all to email = *01
- Send email notification = *02
- Turn email off = *03
- Outcalling options = *07
- Help = *4

3. Edit Greeting

- Listen to greeting = 1
- Record new greeting = 2
- Save new greeting =3
- Save new greeting as a loop = 4
- Return to mailbox = 8

6. Forwarding

- Forward to email = 1
- Forward to extensions = 2
- Forward with header message = 3

[Follow each extension number with # and then a final # to finish.]

*07. Outcalling

- Listen to settings = 0
- Configure outcalling = 1
- Turn outcalling off = 6
- Turn outcalling on = 9
- Return to mailbox = 8

IMPORTANT
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** while listening to the message.