



IP Office

Intuity Mailbox Users Guide

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IP Office Intuity Mailbox User

General Operation

Ways to access your voicemail, reply to messages and change your mailbox are covered in this manual.

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

- **Access your mailbox from your own extension:** *17
- **Turn voicemail on/off:** *18 / *19
- **Turn voicemail ringback on/off:** *48 / *49

Getting Started

The first time you call your mailbox you will be prompted to record your name which will be used in system announcements.

1. Pick up your phone and dial ***17**.
2. Enter you extension number and press **#**.
3. Enter your password and press **#**.
 - If a password has not been set press **#**.
 - Enter a password and press **#**.
Your password cannot be the same as your extension number, a single repeated digit or consecutive numbers.
 - Re-enter you password and press **#**.
4. Press **1** and speak your name. Your recording will be played back.
 - Press **#** to accept the recording.
 - Press **1** to re-record your name.

When you call your mailbox and login, you reach the Main Menu. The Main Menu is also referred to as the Activity Menu.

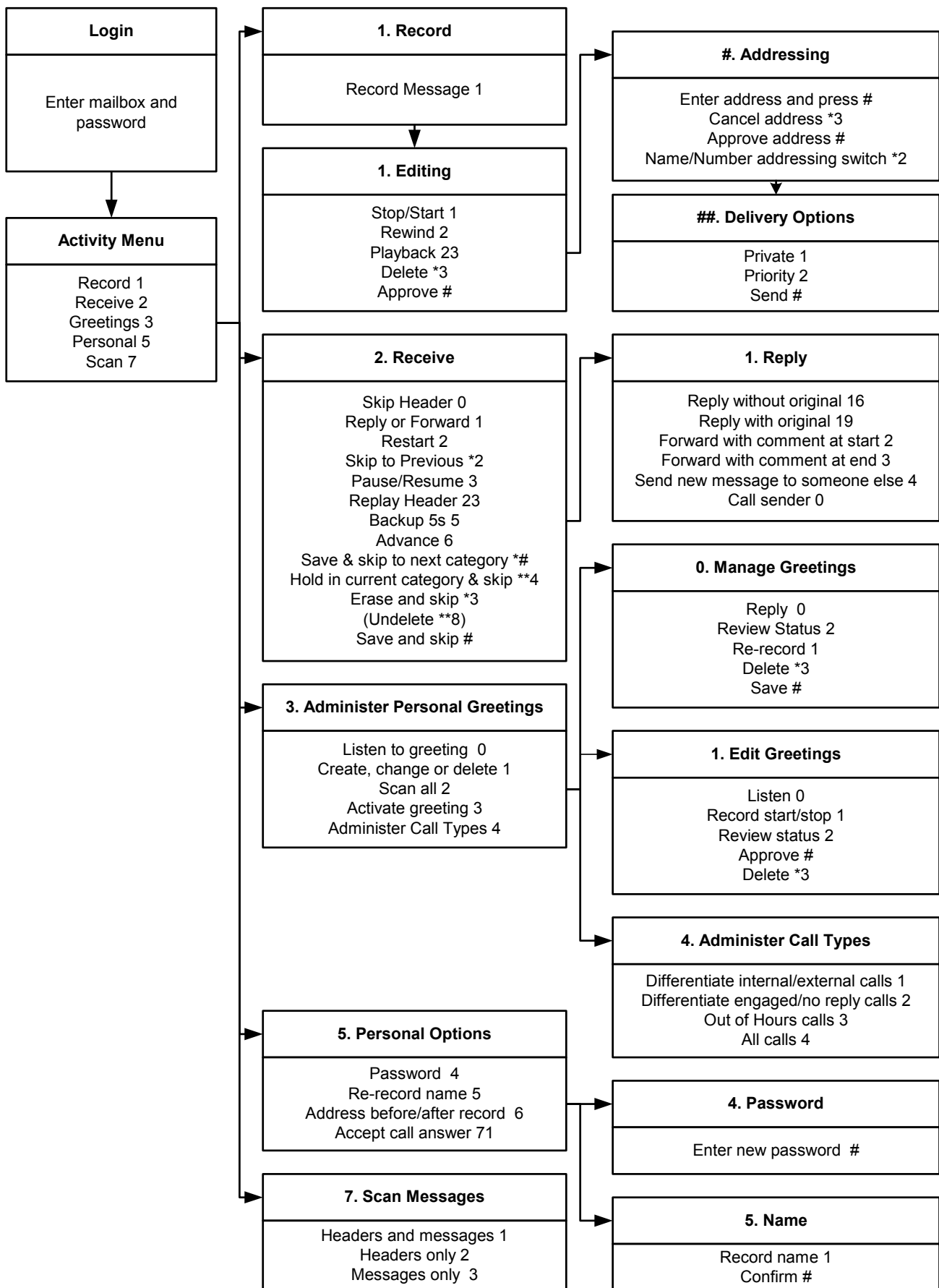
Voice Prompts and Help

After you log in, the voice prompts tell you what to do.

- For help at any time press ***4**.
- To return to the Main Menu press ***7**.
- If you are at the end of a menu you can return to the previous menu by pressing **#**.

Flow Chart for the Intuity Mailbox User.

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



Activity Menu

When you log into your mail box you reach the Activity menu.

Options

A voice prompt will announce the first three options. Further options are not announced but they are accessible by pressing the relevant number.

| Menu Option | Activity |
|--------------------|--|
| 1 | Record - Send messages to another users mailbox. |
| 2 | Receive - Handle messages in your mailbox. |
| 3 | Administer Personal Greetings - Change, add and delete greetings and set up call types. |
| 5 | Personal Options - Change the mailbox password and set other options. |
| 7 | Scan Messages – Listen to all 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.

When you are listening to your messages you can press any of the following.

| Menu Option | Action |
|-------------|--------------------------------------|
| 0 | Listen to message. |
| # | Skip message. |
| *# | Skip to next category. |
| 1 | Reply or forward the message. |
| 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 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.

| Menu Option | Action |
|-------------|---|
| 0 | Call the sender. |
| 1 | Send voicemail message reply. 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.

Details about sending a message are on page 6.

Note: Messages that have been marked as Private cannot be forwarded to another 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 greeting:

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.

| Menu Option | Action |
|-------------|--|
| 1 | Differentiate between internal and external calls. |
| 2 | Differentiate between engaged and no-reply calls. |
| 3 | Identified call received out-of-hours. |
| 5 | 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**.

Multiple Personal Greetings

Personal greetings can be assigned to specific types of incoming calls. Specific greetings can be set up for:

- Internal calls.
- External calls.
- Busy calls.
- No Answer calls.
- Out-of-hours calls.

To have greetings assigned to specific calls:

1. Define the type of calls you want to differentiate. See Administer Call Types on page 10.
2. Assign a greeting to the call types. See Activate a Greeting on page 10.

Administer Personal Options

The personal options of your mail box can be changed.

1. Log into your mailbox.
2. Press **5** to access your personal options.

Change your password

To change your password:

1. Press **4** to change your password.
2. Enter the new password and press **#**.
3. Re-enter the new password and press **#**.

Re-Record your name

To re-record your name.

1. Press **5**. Speak your name after the tone.
2. Press **1** to stop recording. Your recording will be played back.
 - Press **#** to accept the recording.
 - Press **1** to re-record your name

Address before / after Record

Messages can be addressed before they are recorded . Press **6** to switch when to address i.e. before recording or after recording a message.

Accept Call Answer

You have the option to allow or prevent callers leaving messages. To toggle between the two options press **7** and follow the prompts.

Scan Messages

To listen to messages in your mailbox press **7** from the activity Menu and select how to listen to your messages.

| Menu Option | Action |
|-------------|--------------------------------|
| 1 | Scan the headers and messages. |
| 2 | Scan the headers only. |
| 3 | Scan messages only. |

Caller Actions After Leaving a Message

Callers leaving messages in the mailbox can press # after completing their message rather than hanging up. They will then hear a number of further options. If you want callers to use those option then you need to mention pressing # in your greeting.

The options are:

- Access own 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 extension has been specified. Your System Supervisor will need to make the necessary change in Manager.
- To end call: Press ****9** or hang-up.
- To access Name/Number Directory: Press ****N**.

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