

****MAILBOX INFORMATION****

MAILBOX NUMBER: Your *Extension* Number or *Assigned* Number

PASSWORD: Provides mailbox security

You **do not** have a password initially. You will be forced to create one the first time you log in. Your new Password must be between 4 and 15 numbers and it must be secure (you cannot use your extension number, any series of numbers ie: 1234, or a repeat of numbers ie: 1111)

RECORDED NAME: Your name is played as a confirmation when you log in to your mailbox. It is also used for other system announcements including the company directory search feature.

NOTE: You will be **FORCED** to create your Password and record your name the first time you log in to your mailbox. (see insert)

GREETINGS: By default callers who reach your mailbox hear the system greeting. "*Your call is being answered by IP Office (Name) is not available. To leave a message, wait for the tone*". You can replace this greeting with one that you record. You can record a library of up to 9 personal greetings. You can assign different greetings for specific call situations.

Available call types are:

ALL CALL Plays to all callers and overrides other greeting types *except* temporary

INTERNAL Plays to callers from inside your organization (use with EXTERNAL)

EXTERNAL Plays to callers from outside your organization (use with INTERNAL)

BUSY Plays when all extensions are busy (Use with NO REPLY)

NO REPLY Plays when you do not answer (Use with BUSY)

DEFAULT System greeting

TEMPORARY Takes over for *all* active greetings. (See Page 2 for setting a temporary greeting)

COMMANDS: Commands are activated by pressing Numbers and Signs on the dial pad.

PROMPTS: A *Synthesized Voice* summarizes your Mailbox, gives available *Commands* and options

NOTE: You do not need to listen to prompts or greetings. Enter desired command or press 1 to bypass a personal greeting.

NEW MESSAGE NOTIFICATION: The message indication light will light

LOG IN: You must log in to *Retrieve* and *Send* Messages, Change Password, Record Name and Greetings.

HELP: To Receive help at any time press *H (4)

****ACCESS YOUR MAILBOX** (LOG IN)**

Once you have created a password and recorded your name and greeting, you will use your new password each time you access your mailbox.

TO LOG IN TO YOUR MAILBOX

FROM YOUR DESK:

- Press **MESSAGE** key
- Press **#**
- Enter your password
- Press **#**

NOTE: *At your own desk you do not have to enter your mailbox number, Press # in place of the mailbox number.*

FROM ANOTHER LOCATION:

Inside Building: Press **MESSAGE** KEY

Outside Building:

- Dial Your Direct Dial (DID) Number
- Press *7
- Enter mailbox number Press **#**
- Enter your password
- Press **#**

OR Dial: **315-792-4500 (backdoor)**

Press *

- Enter mailbox number Press **#**
- Enter your password
- Press **#**
-

NOTES: You do not have to listen to voice prompts. Make commands immediately. Backdoor number will not be available until all campus installations are complete

****LISTEN TO YOUR MESSAGES****

LOG IN (see previous page)

Once you log in, IP Office will play a summary of new messages in your mailbox.

To begin playing messages *immediately* after logging in, Press 2

To Bypass header information, Press 0

MESSAGE COMMANDS

While listening to your messages:

To:	Press Number
Skip Header	0
Reply/Forward	1
Restart	2
Replay without header	0
Skip to Previous	*2
Pause/Resume	3
Replay Header	23
Back 5 Seconds/Restart	5
Restart from beginning	*5
Advance	6
Save and Skip Category	*#
Save and Play Next	#
Play Next	**4
Delete and Play Next	*3
Restore deleted message	**8
Print Fax (if applicable)	*1

NOTE: if you do not delete or save a message, it becomes an **OLD** message and is automatically deleted in 30 days.

****OTHER VOICE MAIL FEATURES****

LEAVE MESSAGE

To Leave a Message for someone without ringing their phone:

- Press **#**
- Enter the mailbox number
- At tone Leave your message and hang up.

CALL TRANSFER TO A MAILBOX:

TO TRANSFER A CALLER TO A MAILBOX:

With Caller on line

- Press **TRANSFER** Key
- Press **#**
- Enter mailbox number
- Press **TRANSFER** Key or **COMPLETE** Softkey

DO NOT DISTURB

Caller goes directly to Mailbox, no ringing of phone

TO PROGRAM: Press **DND** Key

TO CANCEL: Press **DND** Key

RETRIEVE CALLER FROM VOICEMAIL

Reclaims the last call from your extension. This function is used to catch a call you have just missed that has gone to Voicemail.

TO RETRIEVE: Press ***46**

CREATE A TEMPORARY GREETING

LOG IN TO YOUR MAILBOX

Press 3	To select Personal Greetings
Press 4	To Administer Call Types
Press 1	To Activate
Press 9	For Temporary Greeting
Press 1	Record at the tone
Press #	To end recording

Enter the number of days greeting is to remain active. (Between 0 – 30). If 0 is chosen, temporary greeting remains active until you deactivate it.

Press **#**

You hear a recording stating the Temporary Greeting is active and the number of days it will play.

Press **#** To return to greetings menu

The next time you log in to your **Greetings** menu, you hear "*Your temporary greeting is active for X days*".

Press **1** To Deactivate/remove greeting

Press **#** To leave temporary greeting active

TEMPORARY GREETING SAMPLE:

You have reached the voice mail of [Your Name]. I am out of the office until [Day, Time]. Please leave a message and I will return your call at that time. If you need immediate assistance, press zero now.

****CHANGE MAILBOX INFORMATION****

RECORD OR CHANGE YOUR GREETINGS

- **Log in to your mailbox**
- Press **3** to access greeting menu
- Press **1** To create, change, delete a greeting
- Enter **Greeting number (1-9)**
Voice prompt indicates if greeting is recorded
- **Begin speaking** after the tone
- Press **1** to end recording
- Press **23** to listen
- Press ***3** to delete and rerecord
- Press **1** to add on to greeting
- Press **#** to APPROVE your greeting
- IMPORTANT: A greeting must be activated.
Stay on the line to activate your greeting by following voice prompts

CHANGE YOUR PASSWORD

LOG IN TO YOUR MAILBOX

- Press **5** For Personal Options
- Press **4** To Change Password
- Enter your new password and **#** key
- Enter your new password again and **#** key

CHANGE YOUR RECORDED NAME

LOG IN TO YOUR MAILBOX

- Press **5** For Personal Options
- Press **5** To Record Name
- At the tone, speak your name
- Press **1** To End Recording
- Press **#** To Accept Recording

CHANGE VOICEMAIL TO EMAIL OPTIONS

Press FEATURES Softkey
Scroll to and Select VISUAL VOICEMAIL
Scroll to EMAIL option and press CHANGE Softkey
Choices are OFF/COPY/FORWARD/ALERT
Press SAVE Softkey

LOG OUT

Hang Up **or** Press DROP Key **or** Press ****9**

TO ACTIVATE YOUR GREETING

- **If you hung up, log in to your mailbox**
- Press **3** to access greeting menu
- Press **3** To activate greeting
- Enter Greeting Number (1-9)
- If you have not already recorded the greeting:
 - Record at the tone
 - Press **1** to end recording
 - Press **#** to Approve
- If you have already recorded the greeting:
 - Press **0** to listen to it *Make sure applicable to the call type you choose below*
- Select Required Call type
 - Press **1** **ALL CALL**
 - Press **2** **INTERNAL**
 - Press **3** **EXTERNAL**
 - Press **4** **BUSY**
 - Press **5** **NO REPLY**
 - Press **8** **DEFAULT**
 - Press **9** **TEMPORARY**
- Press **#** exits you to the greeting menu

TO DEACTIVATE YOUR GREETING

- **If you hung up, log in to your mailbox**
- Press **3** to access greeting menu
- Press **0** To listen
- Enter Greeting Number (1-9) then Press ***8**

MAILBOX OPTIONS:

When in a mailbox: (either yours or someone else's)
Press ***7** to log in to voicemail
Press ***8** to be transferred to another extension
Press **#** to return to previous menu

FORWARD A MESSAGE TO ANOTHER USER

Press **1** *While listening to message*
Press **2** to forward message with a comment
Record comment Press **#** to end recording.
You are prompted for a list of addresses
Enter mailbox number(s) (or dial the required name)
Press **#**
Press ***3** To delete the last number that you entered.
Press **#** to finish addressing.
Press **#** to send the forwarded message.



***IP Office
Preferred Mailbox Mode
Quick Reference Guide***



SYRACUSE
1 Dupli Park Drive, 5th Flr
Syracuse, NY 13204
Tel: 315-671-6200
Fax: 315-671-0080

UTICA
317 Court Street
Utica, NY 13502
Tel: 315-624-2000
Fax: 315-624-0288