**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 INTERNAL)
- 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.

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

OR Dial: 315-792-4500 (backdoor)
Press *
- Enter mailbox number Press #
- Enter your password
- Press #

**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
- *
- Restore deleted message
- **8
- Print Fax (if applicable)
- *

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.