

IP OFFICE QUICK REFERENCE GUIDE




1-INITIAL VOICEMAIL SETUP


NOTE: With IP OFFICE VM. Messages are deleted after 24 hours if not saved!!! PRESS SAVE AFTER LISTENING

BEFORE DOING ANYTHING YOU MUST INITIALIZE YOUR MAILBOX BY AT LEAST RECORDING NAME. VERY IMPORTANT!!


PART 1-RECORD NAME (MANDATORY)

- 1-Press Message 
- 2-Scroll down to highlight **NAME**
- 3-Press **SELECT**
- 4-Press **RECORD** to record name. **FIRST AND LAST NAME ONLY.**
- 5-Press **STOP** when Finished.
- 6-Press **SUBMIT** to Submit recording. Press **LISTEN** to listen.
- 7-When finished HANG UP

PART 2-CHANGE PASSWORD (MAY NOT BE NECESSARY)

- 1-Press Message 
- 2-Scroll down to highlight **PASSWORD**
- 3-Press **SELECT**
- 4-Enter Current Password.
- 5-Press **DONE**
- 6-Enter in new Password
- 7-Press **SAVE** when finished.
- 8-Display will show "Password Changed"

PART 3-RECORD GREETING (OPTIONAL. IF NOT RECORDED OUTSIDE CALLERS WILL HEAR YOUR NAME RECORDED IN PART 1)

- 1-Press Message 
- 2-Enter Password set before IF NECESSARY. If not proceed to step 4.
- 3-Press **DONE**
- 4-Scroll down to highlight **GREETING**
- 5-Press **SELECT**
- 5-Press **RECORD**
- 6-Record Greeting
Suggested Greeting:You have reached the (desk/office) of (name). I am currently unavailable to take your call. Please leave your name, number and a detailed message and I will return your call as soon as possible. If you need to speak with someone immediately, please press zero now.
- 7-Press **STOP** when Finished
- 8-Press following:
A-**RECORD** to Re-Record
B-**LISTEN** to Listen
C-**SUBMIT** to submit.
- 9-HANGUP

IP OFFICE QUICK REFERENCE GUIDE



2-VISUAL VOICE BUTTONS. ACCESSED BY PRESSING



BUTTON	FUNCTIONS
Listen	<p>Accesses your mailbox. When pressed, the screen shows the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Once message playback is selected, the available controls change:</p> <ul style="list-style-type: none"> • Previous: Play the previous message. • Next: Play the next message. • Rewind: Rewind approximately 5 • FFwd: Step forwards approximately 5 seconds • Delete: Delete the current message. • Save: Mark the messaged as a saved • Copy: Copy the message to another mailbox. When <ul style="list-style-type: none"> • Pre-Rec: Record a message to attach to the start of the copied message • Targets: Enter the destination for the message • Done: Copy the message using the targets entered. • Pause: Pause the current message. Press the button again to unpause.
Main (0)	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. The number shows the number of new messages in the mailbox. Press the button to access the mailbox in the same way as the Listen option above.</p>
Greeting	<p>Change the main greeting used for callers to your mailbox. If you have not recorded a greeting, the system's uses its default mailbox greeting.</p> <ul style="list-style-type: none"> • Record: Record a new greeting. • Listen: Listen to the current greeting or the new greeting just recor • Submit: Submit the new greeting just recorded.
Name	<p>Change the recorded name used for the company directory. Name MUST be recorded in order to be in directory. When recording. Record First and Last Name ONLY.</p> <ul style="list-style-type: none"> • Record: Record a new name • Listen: Listen to the current name or the new name just recorded. • Submit: Submit the new name just recorded.
Email	Should not be changed unless directed by administrator
Passsword	Change the mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail usage on or off. When off, the voicemail system does not answer unanswered calls.

IP OFFICE QUICK REFERENCE GUIDE



3-TRADITIONAL ACCESS. ACCESSED BY PRESSING *17 OR DIALING IN REMOTELY

VM CHEAT SHEET. FROM OUTSIDE OFFICE

NOTE: With IP OFFICE VM. Messages are deleted after 24 hours if not saved!!! **7 SAVES MESSAGES.

TO ACCESS VM

1. Dial Number Provided.
2. Press *Key
3. Enter Extension then # Key
3. Enter Password then # Key

MAIN MENU

- 1=RECORD MESSAGES
- 2=GET MESSAGES
- 3=GREETINGS
- 5=PERSONAL OPTIONS
- *4=HELP
- **7=RE-LOGIN
- **9=EXIT

1. RECORD MESSAGES

- 1=START/STOP RECORDING
- 2=REWIND
- 5=REPLAY
- 6=ADVANCE
- 23=PLAYBACK
- *3=DELETE
- #=APPROVE
 - Enter address and press#
 - Cancel address = *3
 - Finish Addressing = #

2. GET MESSAGES

- 0=LISTEN TO MESSAGES
- 1=REPLY/FORWARD
- 2=RESTART
- 3=PAUSE/RESUME
- 23=REPLAY HEADER
- *5=BACK/RESTART
- 6=ADVANCE TO END
- **4=SAVE AND SKIP MESSAGE
- #=SAVE AND PLAY NEXT
- *3=DELETE
- **7=SAVE

3. GREETINGS

- 0=LISTEN TO GREETING
- 1=CREATE, CHANGE, OR DELETE GREETING
- 3=ACTIVATE

5. PERSONAL OPTIONS

- 4=PASSWORD
- 5=RECORD NAME