



IP Office 4.0

Intuity Mailbox User Guide

Logging in to Voicemail 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.

Typically a password is not set until the first time you log in.

To log in for the first time:

1. Press the MESSAGES button on your phone
2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
3. When prompted to enter your password followed by the pound sign, just press **#**. You are asked to enter a new password.
4. Enter a new password and press **#**. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press **#**.
6. Record your name when you are prompted.
7. Press **1** and at the tone, speak your name.
8. Press **1** again. Your recording is played back.
9. Either press **#** to accept the recording or **1** to record again.
10. After you log in, the voice prompts tell you what to do. A summary of many of the options is given in Summary of Mailbox Options.
 - Press ***4** for help at any time.
 - Press ***7** to return to the activity menu.
 - Press **#** at the end of a menu to return to the previous menu.

Personal Greetings

By default, callers who are directed to 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,*'. The default system greeting cannot be changed. However, you can replace the system greeting with a greeting that you record.

You can record a library of up to 9 personal greetings. These are the greeting messages heard by callers when they are directed to your voicemail. You can assign a different greeting for specific call situations. For example, you can assign a different greeting for calls received internally to those received from outside the company. You can also use a personal greeting message to tell callers about available transfer options. For more information, see Giving Callers a Transfer Option in the Voicemail User Guide.

To record or re-record a personal greeting:

1. Log in to your mailbox.
2. Press **3** to select personal greetings.
3. Press **1** to create or change a greeting.
4. Enter the number of the greeting (**1** to **9**) that you want to create or change.
5. Start speaking your greeting at the tone.
6. When you have finished press **1** to edit your greeting.
7. Press **2 3** to playback the greeting that you have just recorded.
8. Press **#** to confirm the recording. The number of the greeting that has just been recorded is announced.
9. Press **#** to save the recording
10. Press **1** when prompted to activate the greeting for all calls.

Summary of Mailbox Options

Here is a summary of the options that are available for collecting voicemail messages. The options that are shown in gray are not supported by IP Office Intuity emulation. The absence of any other features does not imply that they are supported unless specifically detailed as such elsewhere.

