AVAYA

IP Office 3.0
Intuity Emulation Mode Mailbox Users Guide

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We have detailed dialing the default IP Office short code ***17** to start voicemail access. This is the default method available to all extension users. Depending on the type of phone you have or IP Office software you may have alternate methods of access.

- **First Time Access**
  The first time that you login to your mailbox, you may be asked to set a mailbox password and to record your name.

- **Normal Login**
  For subsequent logins you should only need to enter your mailbox number and password.

- **Avaya DS Phones**
  Many Avaya phones have special keys or menus for accessing voicemail mailboxes.

- **Phone Manager**
  Phone Manager is an IP Office application that can display when you have voicemail messages. Phone Manager Pro can be used to play and control those messages.

- **Remote Access**
  Occasionally you may want to access your mailbox from a phone that is not on your telephone system.

First Time Login

The first time you call your mailbox you will be prompted to record your name and change the mailbox password. The name you record will be used in various system announcements and in the voicemail system's directory search.

Typically your mailbox number matches your extension number, the internal number people dial to call you. Your system administrator will tell you if your mailbox number is different.

Similarly your system administrator will tell you if your mailbox already has an password set. Normally it won't as the system makes you set a password during your first login.

1. Dial ***17** .

2. If dialing from your own extension, just press **#**. Otherwise enter your extension number and press **#**.

3. Enter your password and press **#**. If no password has not been set yet just press **#**.

4. You will be asked to enter a new password. You can change the password again at a later date through the mailbox personal options.

   - Enter a new password and press **#**. Note that your password cannot be the same as your extension number or a set of repeated digit or consecutive numbers.

   - Re-enter the new password and press **#**.

5. You will be asked to record your name. You can record your name again at a later date through the mailbox personal options.

   - Press **1**. At the tone, speak your name and then press **1** again. Your recording will be played back.

   - Either press **#** to accept the recording or **1** to record again.

6. After you log in, the voice prompts tell you what to do. A chart of many of the controls is given in Mailbox Controls.

   - For help at any time press ***4**.

   - To return to the activity menu press ***7**.

   - If you are at the end of a menu, you can return to the previous menu by pressing **#**.

Normal Login

1. Dial ***17** or use an alternate method supported by your phone or Phone Manager software.

2. If dialing from your own extension, just press **#**. Otherwise enter your extension number and press **#**.

3. Enter you voicemail password and press **#**.

4. After you log in, the voice prompts tell you what to do. A chart of many of the controls is given in Mailbox Controls.

   - For help at any time, press ***4**.

   - To return to the activity menu, press ***7**.

   - If you are at the end of a menu you can return to the previous menu by pressing **#**.

Avaya DS Phones

On phones in these series with a 🔲 **Menu** key, you can use the following method to access your mailbox. Other Avaya phones may have a dedicated **MESSAGES** key for starting mailbox access.

1. Press 🔲 **Menu** twice.

2. Press the display key below **Msgs**.

3. Press the display key below **Voice**.

4. The names of the mailboxes for which you receive message waiting indication are shown plus the number of new messages in each.

5. Press the display key below the mailbox required. Continue as per a normal login.

Phone Manager

Phone Manager is an IP Office application that can be used to handle both phone calls and to alter many of you personal settings.

1. Click on the **Messages** tab.

2. The names of the mailboxes for which you receive message waiting indication are shown plus the number of new messages in each.

3. Click on any of the mailboxes to start voicemail access. Continue as per a normal login.

   • Once they have logged into a mailbox, users of Phone Manager <u>Pro</u> are able to control the playing of messages through the Phone Managers **Voicemail** tab.

Remote Access

There may be occasions where you will want to access you own mailbox from a phone outside your companies phone system. Normally to do this your system will be configured with a special number you can dial in on and then select the mailbox required. However if this has not been done, the following method can be used for remote access.

1. Call in to your company and ask to be connected to a number that will go to voicemail, ie. a number that will not be answered by a person.

   • Typically, ask to be connected to your own extension number.

2. Wait for the voicemail system to respond and ask you to leave a message. After the tone, press **#** to complete message delivery. In some cases you may hear the prompt *"No message to save"*.

3. Dial ***7**. You will be asked to select the mailbox that you require.

4. Enter your extension number and press **#**.

5. Enter your mailbox password and press **#**.

IP Office Intuity Flowchart

Users can access the following controls when collecting mail. Those 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.

Login
Enter mailbox and password.

Activity Menu
Record - 1
Get messages - 2
Greetings -3
Outgoing - 4
Personal - 5
Outcalling - 6
Scan - 7

1. Record
Record message - 1

1. Editing
Start/Stop Recording - 1
Rewind - 2
Playback - 23
Delete - *3
Approve - #

2. Receive
Skip header - 0
Reply/Forward - 1
Restart - 2
Skip to previous - *2
Pause/Resume - 3
Louder - 4
Replay header - 23
Backup 5 secs - 5
Advance 5 secs - 6
Quieter - 7
Slower - 8
Faster - 9
Save and skip category - *#
Save and play next - #
Play next - **4
Erase and play next - *3
(Undelete - **8)
Print fax - *1

3. Personal Greetings
Listen to greetings - 0
Create, change or delete - 1
Scan all - 2
Activate greeting - 3
Adminster call types - 4

5. Personal Options
Mailing lists - 1
Personal directory - 2
Fax options - 3
Password - 4
Record name - 5
Address after record - 6
Accept call answer - 7
Media preferences - 8

7. Scan Messages
Headers and messages - 1
Headers only - 2
Messages only - 3
Print new faxes - 4

#. Addressing
Enter address and press-#
Cancel address -*3
Name/Number addressing - *2
Use Mailing List - *5
Hear all addresses - *1
Finish addressing - #

#. Approve Address
Mark as private - 1
Mark as priority - 2
Scheduled delivery - 3
File a copy - 4
Include a fax - 5
Send #

1. Reply
Call sender - 0
Reply without original - 16
Reply with original - 19
Forward with comment at start - 2
Forward with comment at end - 3
Send another message - 4

0. Listen / 1. Edit Greetings
Replay - 0
Review status - 2
Record - 1
Delete - *3
Save - #

4. Administer Call Types
Differentiate internal/external -1
Differentiate engaged/no reply - 2
Out of Hours calls - 3
Same greeting all calls -5

1. Mailing Lists
Create list - 1
Scan lists - 2
Review & modify - 3

- Whilst collecting messages, pressing ***0** will transfer you to your mailbox's reception number if set by the System Administrator.

- 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.

- For details of options available to callers leaving a message see Caller Actions After Leaving a Message.

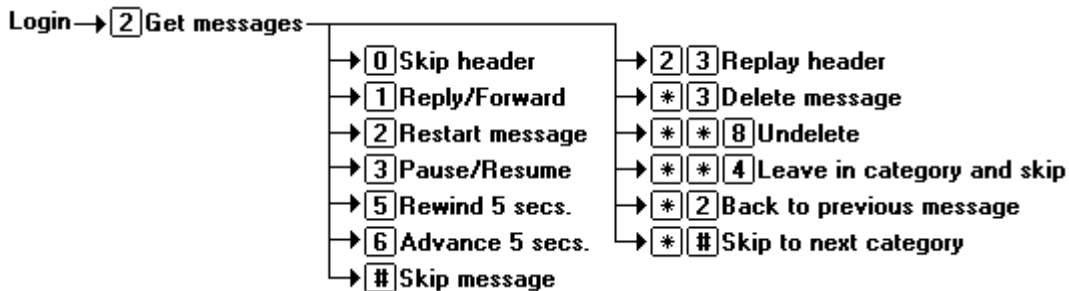# Collecting, Sending and Leaving Messages

Logging In

The log in method will vary according to whether it is the first time the mailbox has been accessed or not.

We have detailed dialing the default IP Office short code ***17** to start voicemail access. This is the default method available to all extension users. Depending on the type of phone you have or IP Office software you may have alternate methods of access.

- **First Time Access**
  Details the information requested during the initial login to a new mailbox.

- **Normal Login**

- **Alternate Login Methods**
  Summarizes logging in from various types of Avaya phone supported by IP Office and from the IP Office Phone Manager application.

Collecting Your Messages

Your mailbox keeps messages until they are deleted either by yourself or automatically after a pre-set time period. By default messages are deleted 720 hours (30 days) after being played but your system administrator can change the setting for different message types.
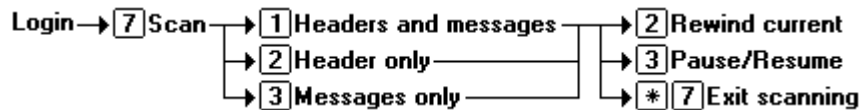
Login → 2 Get messages
→ 0 Skip header   → 2 3 Replay header
→ 1 Reply/Forward   → * 3 Delete message
→ 2 Restart message   → * * 8 Undelete
→ 3 Pause/Resume   → * * 4 Leave in category and skip
→ 5 Rewind 5 secs.   → * 2 Back to previous message
→ 6 Advance 5 secs.   → * # Skip to next category
→ # Skip message

To listen to messages in your mailbox:

1. Log into your mailbox. When you log in, the number of new and priority messages is announced.

2. Press **2** to receive your messages. Alternatively you can press **7** to quickly scan through your messages.

3. When messages are retrieved, they are grouped in categories. Priority messages are presented first, then new messages and then old messages. Once you have heard a new message it is marked as old.

4. Each message starts with a header, which contains details about who the message was from if known and when it was left.

5. You can use the following control whilst listening to your messages.

   - **Skip the message header and listen to message:** Press **0.**

   - **Reply to or Forwarding Message:** Press **1**.

   - **Restart message:** Press **2**.

   - **Pause / Resume:** Press **3**.

   - **Backup 5 seconds:** Press **5**.

   - **Advance 5 seconds:** Press **6**.

   - **Skip message:** Press **#**.

   - **Replay Header:** Press **23.**

   - **Delete and continue to next message:** Press ***3**.

   - **Leave message in current category and skip to next:** Press ****4**.

   - **Undelete message just deleted:** Press ****8**.

   - **Back to previous message:** Press ***2.**

   - **Skip to next category of messages:** Press ***#**.

Scanning Your Messages

Scanning allows you to hear your messages and/or message headers without having to take any further action. The message headers detail when the message was received, who from if known and its length.

```
Login →[7]Scan →[1]Headers and messages ──→[2]Rewind current
              →[2]Header only ──────────────→[3]Pause/Resume
              →[3]Messages only ────────────→[*][7]Exit scanning
```

1. Log into your mailbox.

2. Press **7** to select scan messages.

3. Select the scan mode required:

   - **Scan headers and messages:** Press **1**.

   - **Scan headers only:** Press **2**.

   - **Scan messages only:** Press **3**.

5. Whilst your messages and/or message header are playing, you can use the following options:

   - **Rewind current message:** Press **2**.

   - **Pause/Resume:** Press **3**.

   - **Exit scan messages: *7**.

6. After hearing all you messages you are returned to the activity menu.

Calling the Message Sender

If the caller was another extension or the callers CLI is know (played in the message header) it may be possible to call them back.

```
Login →[2]Get messages →[1]Reply/Forward →[0]Call sender
```

To call the sender:

1. When listening to the message, press **1**.

2. To attempt the call, press **0**.

3. This will log you out of your mailbox.

Replying to a Messages

You can send a reply message to an other mailbox user.

Login→ ②Get messages→ ①Reply/Forward→ ①Reply──► ⑥ Without original ─►<tone>, record reply, ⌗
                                                   ──► ⑨ With original ───
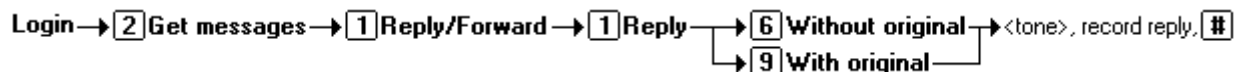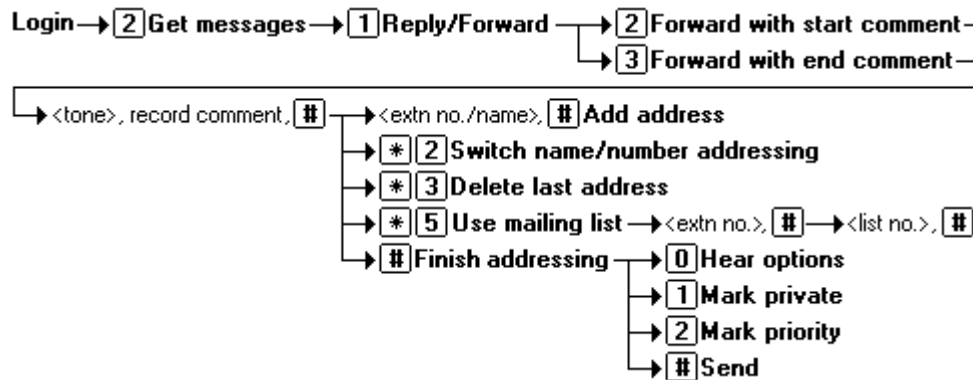
To send a reply message:

1. When listening to the message, press **1**.

2. To select reply press **1** again.

3. Select the type of reply:

    - **To reply without the original message attached:** Press **6**.

    - **To reply with the original message attached:** Press **9**.

4. After the tone start recording your reply and press **#** when finished.

5. Your reply will be sent and you are returned to message collection.

Forwarding a Message

You can select to forward a message to another mailbox or to several mailboxes. Only messages marked as Private by the sender cannot be forwarded.

Login→②Get messages→①Reply/Forward ──→②Forward with start comment─
                                    ──→③Forward with end comment─

──→⟨tone⟩, record comment, #──→⟨extn no./name⟩, #Add address
                            ──→*②Switch name/number addressing
                            ──→*③Delete last address
                            ──→*⑤Use mailing list──→⟨extn no.⟩, #──→⟨list no.⟩, #
                            ──→#Finish addressing ──→⓪Hear options
                                                 ──→①Mark private
                                                 ──→②Mark priority
                                                 ──→#Send

To forward the message to other mailboxes:

1. When listening to the message, press **1**.

2. Select the type of forward you want:

    *   **Forward the message with a comment at the start:** Press **2**.

    *   **Forward the message with a comment at the end:** Press **3**.

3. The system will prompt you to record your comment after the tone. Record your comment and press **#** to finish recording.

4. The system will prompt you for the forwarding addresses.

    *   Whilst entering addresses, you can press ***2** to switch between entering an address by extension number or by matching a user name.

    *   Enter a mailbox number (or dial the required name) and then press **#**.

    *   Repeat until you have enter all the mailboxes to which you want to forward the message.

    *   To select and add a mailing list, press ***5**. You will be asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more details see Mailing Lists.

    *   To delete the last number entered, press ***3**.

    *   Press **#** again to finish addressing.

5. Select any of the following options:

    *   **To mark the forwarded message as private:** Press **1**.

    *   **To mark the forwarded message as priority:** Press **2**.

    *   **To send the forwarded message:** Press **#**.

You can select to set the address for a forwarded message before recording the comment. See Address Before Record.

Recording Messages

You can send messages to a mailbox by doing the following.

```
Login → 1 Record → <tone>, record message, #
   → <extn no./name>, # Add address
   → * 2 Switch name/number addressing
   → * 3 Delete last address
   → * 5 Use mailing list → <extn no.>, # → <list no.>, #
   → # Finish addressing → 0 Hear options
                        → 1 Mark private
                        → 2 Mark priority
                        → # Send
```
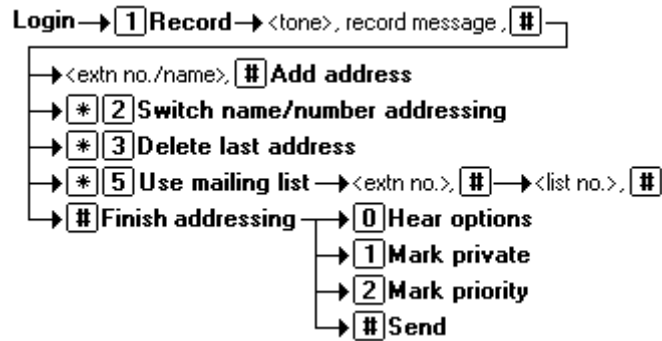
1. Log into your mailbox.

2. Press **1**

3. After the tone, start recording your message.

4. Press **#** to end the recording or press **1** stop to edit the recording that has just been made.

    *   Press **1** to stop/start recording.

    *   Press **2** to rewind the recording.

    *   Press **23** to playback the recording.

    *   Press ***3** to delete the recording.

    *   Press **#** to approve the recording.

5. The system will prompt you to enter the address or addresses to which to forward the message.

    *   Whilst entering addresses, you can press ***2** to switch between entering an address by extension number or by matching a user name.

    *   Enter a mailbox number (or dial the required name) and then press **#**.

    *   Repeat until you have enter all the mailboxes to which you want to forward the message.

    *   To select and add a mailing list, press ***5**. You will be asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more details see Mailing Lists.

    *   To delete the last number entered, press ***3**.

    *   Press **#** again to finish addressing.

6. Select any of the following options:

    *   **To mark the forwarded message as private:** Press **1**.

    *   **To mark the forwarded message as priority:** Press **2**.

    *   **To send the forwarded message:** Press **#**.

You can select to set the address before recording the message. See Address Before Record.

Sending a New Message

The forward and reply menu can also be used to send a new message to another mailbox or mailboxes.
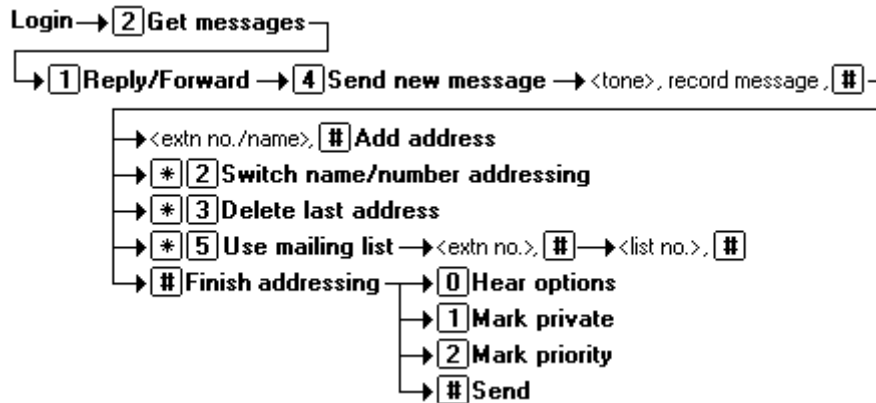
To forward the message to other mailboxes:

1. When listening to your messages, press **1**.

2. Press **4**.

3. The system will prompt you to record your comment the new message. Record your comment and press **#** to finish recording.

4. The system will prompt you for the forwarding addresses.

    -   Whilst entering addresses, you can press ***2** to switch between entering an address by extension number or by matching a user name.

    -   Enter a mailbox number (or dial the required name) and then press **#**.

    -   Repeat until you have enter all the mailboxes to which you want to forward the message.

    -   To select and add a mailing list, press ***5**. You will be asked to enter the mailbox number of the mailing list's owner and then the number of the list. For more details see Mailing Lists.

    -   To delete the last number entered, press ***3**.

    -   Press **#** again to finish addressing.

5. Select any of the following options:

    -   **To mark the forwarded message as private:** Press **1**.

    -   **To mark the forwarded message as priority:** Press **2**.

    -   **To send the forwarded message:** Press **#**.

You can select to set the address for a forwarded message before recording the message. See Address Before Record.

Leaving a Message

When listening to a mailbox greeting, callers can skip the greeting by pressing **1**. They will then hear the tone after which they should record their message.

After leaving a message, callers can press **#** rather than hanging up. They will then hear the options for marking a message as private (press **1**) or priority (press **2**) followed by a request to press **#** again.

The caller can then access a number of other options:

- **Access another mailbox:** Press ***7**.

- **Transfer to another extension:** Press ***8**.

- **Transfer via the name/number directory:** Press ****6**.

- **Transfer to cover extension:** Press **0**.
  This will only happen if the cover reception number has been specified for your mailbox. Contact your system administrator.

- **To end call:** Press ****9** or hang-up.

Mailbox Options

Changing Your Password

You can use a password to restrict access to your mailbox.

Login→⑤Personal Options→④Change password→enter new password #
→confirm new password #

To change your voicemail password:

1. Log into your mailbox.

2. Press **5** to access your personal options.

3. Press **4** to change your password.

4. Enter the new password and press **#**.

   - We recommend a password of at least four digits. The system allows passwords of up to 15 digits.

   - Note that your password cannot be the same as your extension number or a set of repeated digit or consecutive numbers.

5. Re-enter the new password and press **#**.

Record Your Name

Your name is played as a confirmation when you access the mailbox. It is also used for other system announcements and for the system's directory search feature.

Login→⑤Personal Options→⑤Record name→<tone>, speak name,①→①Record again
→#Approve

To record your name:

1. Log into your mailbox.

2. Press **5** to access your personal options.

3. Press **5**.

4. After the tone, speak your name and then press **1** to stop recording.

5. Your recording will be played back.

   - Press **#** to accept the recording.

   - Press **1** to record your name again.

Setting a Fax Number

If your system administrator has set a system fax number, any fax calls to your mailbox will be diverted to that number. You can override this and set you own destination number for the printing of fax calls received at your mailbox.

Login → 5 Personal Options → 3 Fax options ┬→ 1 Change fax number
                                          └→ *3 Delete fax number

1. Log into your mailbox.

2. Press **5** to access your personal options.

3. Press **3** for fax options.

   - The prompt *"Invalid option"* indicates that no default system fax number has been set. Personal fax numbers cannot be set until a default system fax number is set by your system administrator.

4. If you already have a personal fax print number set, it is played to you.

   - To change or set a fax print number, press **1**.

     - Press ****5** to set a fax printing number. Enter the extension number of your preferred fax destination and then press **#**.

   - To delete your fax print number, press ***3**.

   - To return to the activity menu press ***7**.

Address Before Record

When recording a message you can select whether to set the address before or after doing the recording. The default is 'off', that is address after recording.

Login → 5 Personal Options → 6 Address before record → 1 Toggle setting

1. Log into your mailbox.

2. Press **5** to access your personal options.

3. Press **6**. The current setting of your 'address before record' state is played.

4. To change the current state, press **1**.

Close Your Mailbox

You can prevent further callers from leaving messages. Instead callers hear your name and *"Sorry, the mailbox you have reached is not accepting messages at this time. Please disconnect"*. This function is also known as 'Accept Call Answer'.

Note that this does not stop other mailbox users forwarding messages into your mailbox.

Login→ 5 Personal Options→ 7 Accept call answer→ 1 Toggle setting

To stop your mailbox accepting new caller messages:

1. Log into your mailbox.

2. Press **5** to access your personal options.

3. Press **7**. The current setting of your 'Accept call answer' state is played.

4. To change the current state, press **1**.

To stop calls diverting to voicemail:

The IP Office also provides an additional voicemail on or off function accessed by dialing ***18** or ***19** from your own extension. When off (***19**), callers are no longer diverted to voicemail when you are busy or do not answer.

Voicemail Ringback

Ringback is an feature where the voicemail system will ring you if you have new messages. It will wait until your phone is in use, indicating you are present, and call you when you end your next call.

- Outcalling to a number other than your own extension, including external numbers can be configured. It is triggered whenever you have a new message without any wait. Consult your system administrator.

To turn voicemail ringback on/off:

1. At your extension, dial *48 to switch ringback on or *49 to switch ringback off.

Greetings

Administer Personal Greetings

By default, callers directed to you mailbox receive the system greeting (*"Your call is being answered by IP Office, <name> is not available, to leave a message wait for the tone, ..."*). This is the system greeting (greeting 0) and cannot be changed.

You can record a library of personal greetings, numbered 1 to 9. You can then select which greeting should be applied to various different types of calls (all calls, internal, external, busy, no answer, out of hours).

The process for using personal greetings can be summarized as:

1. Create some personal greetings.

2. Select the call types for which you may want different greetings used.

3. Activate a greeting and the call types for which it should be used.

Accessing Personal Greetings:

1. Log into your mailbox.

2. Press **3** to access your personal greetings.

3. 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".

Create a Personal Greeting

You can create nine personal greetings.

Login → ③Greetings → ①Create greeting → ① ... ⑨Greeting number ⌐

⌐► If greeting new: <tone>, speak, ① → ①Add to recording
→ ②①Rewind and overwrite
→ ②③Rewind and playback
→ #Approve

⌐► If greeting already exists: → ⓪Listen
→ ①Record over
→ *③Delete
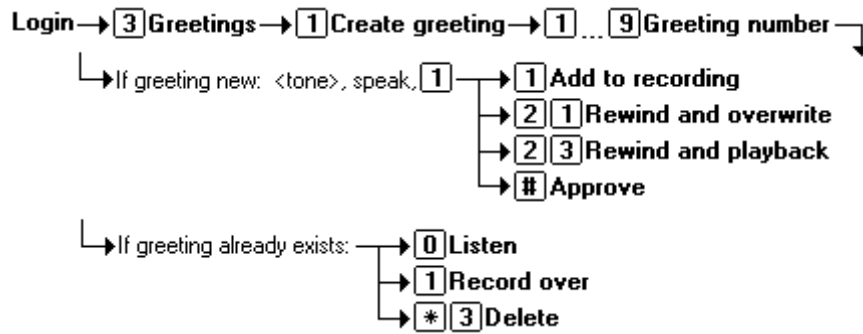
1. Login to your mailbox.

2. Press **3** to select personal greetings.

3. Press **1** to create, modify or delete a greeting.

4. Enter the greeting number, **1** to **9**, when requested.

5. If the greeting already exists, the system will announce if it is active (in use) and for what call types. You can then select:

    - To listen to the greeting press **0**.

    - To record over the greeting, press **1** and follow the steps below as for a new greeting.

    - To delete the greeting, press **#**.

6. Start speaking at the tone and when finished press **1**. Then:

    - To append further some further recording press **1**.

    - To rewind and record over, press **21**.

    - Press **23** to rewind and playback the recording.

    - To approve the recording, press **#**.

Call Types

You can select to have a different greeting given to different types of call. The first stage of this is to select which call types you want differentiated by using the process below. You can then select which greeting to use for each call type using Activate a Greeting.

Login → ③ Greetings → ④ Administer call types ─→ ① Different internal/external greeting
─→ ② Different busy/no answer greeting
─→ ③ Different out of hours greeting
─→ ⑤ Use same greeting for all calls
─→ # Exit to greetings menu
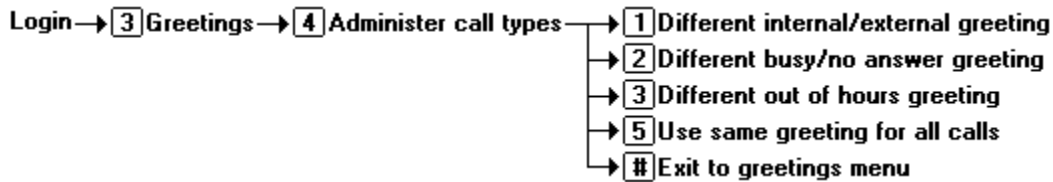
1. Login to your mailbox.

2. Press **3** to select personal greetings.

3. Press **4** to select call types.

4. Select the call types required:

   - To allow different greeting for internal and external calls, press **1**.

   - To allow different greetings for busy and no answer calls, press **2**.

   - To allow a different greeting for out of hours calls, press **3**.

   - To return to using the same greeting for all calls, press **5**.

     - When recording a greeting, you can select to have it applied to all calls, see Create a Personal Greeting.

5. Press **#** to end call type administration.

6. Now use Activate a Greeting to select a greeting and the call types to which it should be applied.

Where several different call types have been selected and greetings have been applied to them, the greeting to be used is decided using the following order of priority:

1. Out of hours.

2. Busy.

3. Internal or external.

4. No answer.

Activate a Greeting
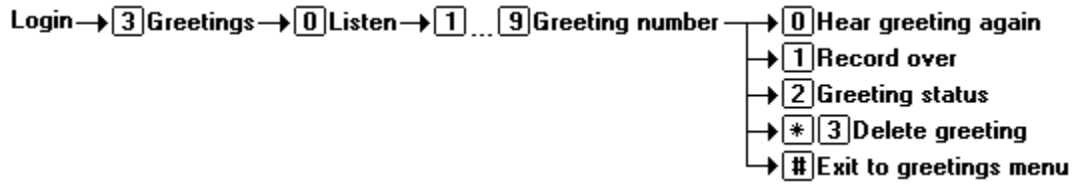
Once you have recorded some personal greetings and selected the call types for which you want greetings, you can assign your greetings to those call types.

Login → ③ Greetings → ③ Activate greeting → ① ... ⑨ Greeting number → ⓪ All call types
→ ① Internal calls
→ ② External calls
→ ③ Out of hours calls
→ ④ Busy calls
→ ⑤ No answer calls
→ # Exit to greetings menu
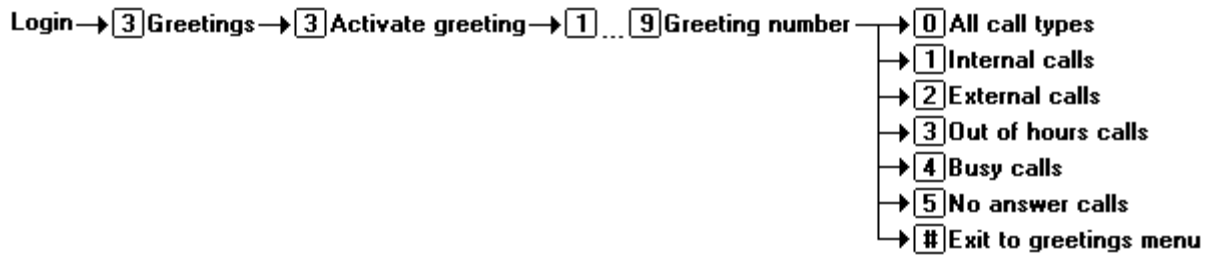
Note: When several call types have been selected and greetings made active for each, the greeting used for any particular call is decided using the following order of priority:

1. Out of hours.

2. Busy.

3. Internal or external.

4. No answer.

The process for selecting call types is:

1. Login to your mailbox.

2. Press **3** to select personal greetings.

3. Press **3** to activate a greeting.

4. Enter the greeting number, **1** to **9**, when requested.

5. The list of possible options will be played, these depend on the selected call types:

   - To apply the greeting to all call types, press **0**.

   - To apply the greeting to internal calls, press **1**.

   - To apply the greeting to external calls, press **2**.

   - To apply the greeting to out of hours calls, press **3**.

   - To apply the greeting to busy calls, press **4**.

   - To apply the greeting to no answer calls, press **5**.

6. When finished, press **#** to return to the greetings menu.

Where several different call types have been selected and greetings have been applied to them, the greeting to be used is decided using the following order of priority:

1. Out of hours.

2. Busy.

3. Internal or external.

4. No answer.

Scanning Greetings

This function takes you through your current personal greetings, telling which are active and for what call types and allowing you to listen to the greeting if required.

Login → ③ Greetings → ② Scan greetings ─┬─→ ⓪ Listen to greeting
                                                 └─→ # Skip to next greeting

1. Login to your mailbox.

2. Press **3** to select personal greetings.

3. Press **2** to scan greetings.

4. The first greetings status and usage is played.

    - To listen to the actual greeting, press **0**.

    - To skip to the next greeting, press **#**.

Listen to a Greeting

The listen option allows you to check and if necessary change each of your existing personal greetings.

Login → ③ Greetings → ⓪ Listen → ① ... ⑨ Greeting number → ⓪ Hear greeting again
→ ① Record over
→ ② Greeting status
→ ＊ ③ Delete greeting
→ ＃ Exit to greetings menu

1. Login to your mailbox.

2. Press **3** to select personal greetings.

3. Press 2 to listen to a delete a greeting.

4. Enter the greeting number, **1** to **9**, when requested.

5. The greeting is played. You can then select from the following actions:

    - To hear the greeting again, press **0**.

    - To record over the greeting, press **1**.

    - To hear the greeting status, press **2**.

    - To delete the greeting, press ***3**.

    - To exit to the greetings menu, press **#**.

Mailing Lists

Mailing Lists

Mailing lists (also known as 'personal distribution lists') allow you to store sets of mailbox numbers. Then when addressing a message, for example when forwarding a message, you can press *5 to select a mailing list as the destination.

Your mailbox can have up to 20 mailing lists associated with it, each list containing up to 360 mailbox numbers.

In addition, lists are marked as either private or public. When addressing a message, you can select one of your own lists or a another mailboxes public list. Similarly when creating or modifying your own lists you can import the contents of one of another mailboxes public lists into your list.

Creating and modifying mailing lists:

1. Log into you mailbox.
2. Press **5** to select personal options.
3. Press **1** to select mailing lists.
4. The prompts will guide you through the processes available. For addition help prompts, press ***4**.

Using a mailing list:

1. At any time when addressing a message, press *5 to select a mailing list instead.

Note: If you have IP Office Phone Manager Pro, you can view and amended your mailing lists through that application.

Creating a Mailing List

You can create 20 mailing lists for your mailbox, each containing up to 360 mailbox numbers.

Login → 5 Options → 1 Mailing lists → 1 Create list
- → <extn no./name>, # Add address
- → * 2 Switch name/number addressing
- → * 3 Delete last address
- → * 5 Import public list → <extn no.>, # → <list no.>, #
- → # Finish addressing

1. Log into you mailbox.

2. Press **5** to select personal options.

3. Press **1** to select mailing lists.

4. Press **1** to create a new mailing list.

5. Enter a number for the list and then press **#**. The number must be less than 6 digits.

   - If the number is too long or already in use you will be prompted to enter a different number followed by **#**.

6. Having entered a number for the list, press **1** to mark the list as private or **2** to mark the list as public.

   - Public lists can be used by other mailbox users when forwarding message. However they cannot be modified by other users.

   - Private lists can only be used by yourself.

7. You can now start adding other mailboxes to the mailing list.

8. To add a mailbox enter the mailbox number and press **#**. For local mailboxes the mailbox users name will be played as confirmation.

9. You can also select the following options whilst adding mailboxes:

   - To switch to selecting mailboxes by name, press ***2**.

   - To import the contents of another public mailbox list, press ***5**.

     - You will be asked to enter the list owner's mailbox number followed by **#** and then the list number followed by **#**.

     - If the mailbox or list are not valid or the list is private you will returned to normal mailbox entry.

     - If the list exists and is public, its contents are imported, removing duplicate entries, unless the import would take your list over the 360 entries limit for any single list.

10. When you have finished adding mailbox entries, press **#** again.

Scanning Your Mailing Lists

Scanning will tell you what mailing lists you mailbox has and how many members (mailbox numbers) each contains. During the scan you can delete a list. You can also select to listen to a list of its members, at which stage you can also add or remove members.

```
Login → 5 Options → 1 Mailing lists → 2 Scan lists
    → 0 Review members → 1 Add/Change → "List is private/public" → 9 Change
    → 2 Previous list      → 2 Previous member                    → 6 Leave as is
    → # Next list          → # Next member
    → *3 Delete list       → *3 Delete member

        → <extn no./name>, # Add address
        → *2 Switch name/number addressing
        → *3 Delete last address
        → *5 Import public list → <extn no.>, # → <list no.>, #
        → # Finish addressing → *1 Review members
                              → *# Approved
```
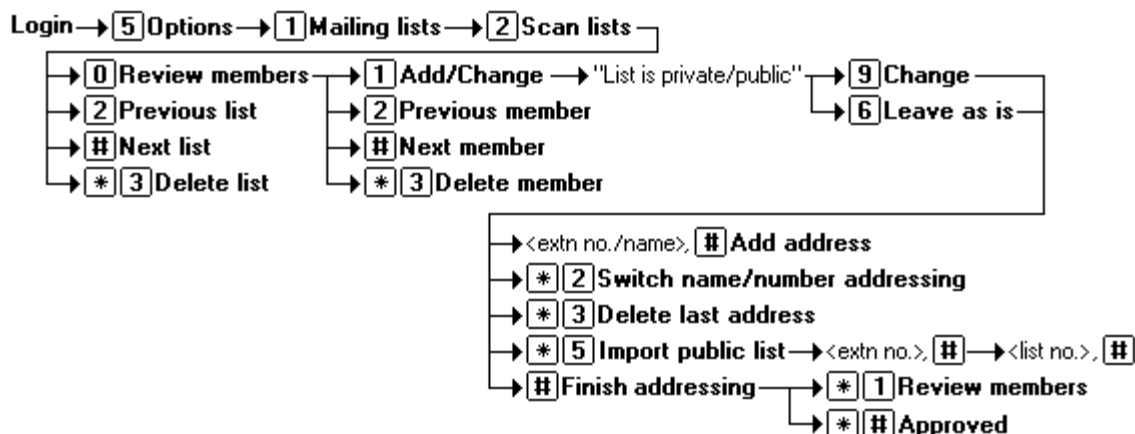
1. Log into you mailbox.

2. Press **5** to select personal options.

3. Press **2** to select to scan your mailing lists.

4. The system will announce the number of your lowest numbered list, how many members it contains and whether it is private or public.

5. You can now use the following options:

   - To go to the next list, press **#**.

   - To go back to the previous list, press **2**.

   - To delete the list, press ***3**.

   - To review, and if necessary change, the list status and members, press **0**.

6. If you press **0** to review the list, the system will start announcing the members names (if available) or numbers. You can use the following options:

   - To go to the next member, press **#**.

   - To go back to the previous member, press **2**.

   - To delete the member press ***3**. If you delete all the member in a list the list is also deleted.

   - To add new members and change the list status, press **1**.

     - The system announces if the list is private or public. Press **9** to change its status or press **6** to leave it as is. You can then use the following options:

       - To add a new mailbox, enter the number and press **#**.

       - To adding a new mailbox by name matching, press ***2**. Enter the name and then press **#**.

       - Repeat the above actions as necessary to add further member and then press **#** again.

   - To review the list again, including the new members press ***1**.

   - To approve and save the modified list press ***#**.

Reviewing Mailbox Lists

This feature allows you to review the members in any mailboxes public mailing lists and all you own, whether private or public. With your own lists you can also modify the list status and members.
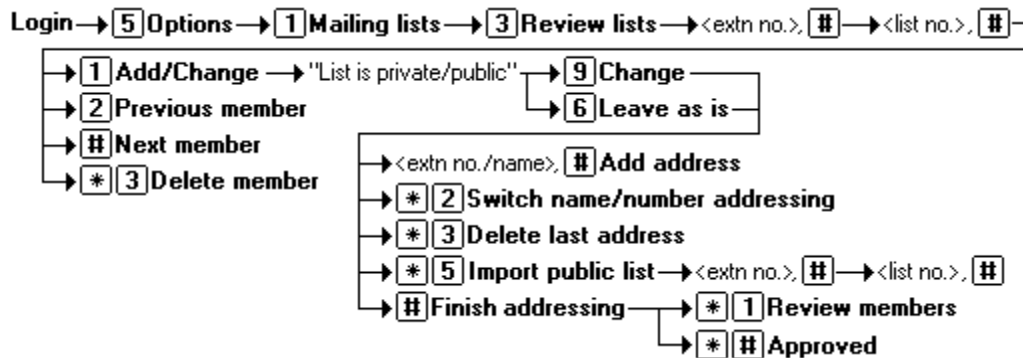
1. Log into you mailbox.

2. Press **5** to select personal options.

3. Press **3** to select reviewing a mailing lists.

4. The system will request you to enter the mailbox number of the mailing list owner followed by **#**. For your own mailing lists just press **#**.

5. The system will request you to enter the mailing list number followed by **#**.

6. The system will start announcing the members names (if available) or numbers. You can use the following options:

   - To go to the next member, press **#**.

   - To go back to the previous member, press **2**.

7. For your own mailing lists you can also use the following:

   - To delete the member press ***3**. If you delete all the member in a list the list is also deleted.

   - To add new members and change the list status, press **1**.

     - The system announces if the list is private or public. Press **9** to change its status or press **6** to leave it as is. You can then use the following options:

       - To add a new mailbox, enter the number and press **#**.

       - To adding a new mailbox by name matching, press ***2**. Enter the name and then press **#**.

       - Repeat the above actions as necessary to add further member and then press **#** again.

     - To review the list again, including the new members press ***1**.

     - To approve and save the modified list press ***#**.

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