

Utilizing the Visual Voice Commands on IP Office

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size. Controls that cannot be fitted on the current display are accessed by using the phone's < and > buttons to move between screen pages.

- **Listen :**

Access your own voicemail mailbox. When pressed the screen will show 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:

- **Previous:** Play the previous message.
- **Next:** Play the next message.
- **Rewind:** Rewind approximately 5 seconds.
- **FFwd:** Step forwards approximately 5 seconds.
- **Delete:** Delete the current message.
- **Save:** Mark the message as a saved message.

- **Copy (also Forward): To see this command you have to press the right button which states "More" when in the playback mode:**

Copy the message to another mailbox. When pressed as number of additional options are displayed.

- **Pre-Rec:** Record a message that will be attached to the start of the message being copied.
- **Targets:** Enter the destination for the message copy.
- **Done:** Copy the message using the targets entered.
- **Pause:** Pause the current message. Press the button again to unpause.

- **Mailboxes**

Main (Or Hunt Group Name)(0) Hunt group names may be displayed you have been configured for hunt group mailbox access. These are shown once you add the hunt group into the user's source tab, ie H200. The number of new messages in the mailbox is shown after the name. Press the button to access the mailbox in the same way as the **Listen** option above.

Message - Record and send a voicemail message to another mailbox or mailboxes.

Greeting - Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.

- **Record:** Record a new greeting.
- **Listen:** Listen to the current greeting or the new greeting just recorded.
- **Submit:** Submit the new greeting just recorded.
- **Delete:** Delete the current greeting. The mailbox will revert to using the default system greeting unless **Record** and **Submit** are used to record a new greeting.

Password Change the voicemail mailbox password. To do this requires entry of the existing password.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the Visual Voice button allows entry of an extension number for direct to voicemail transfer of the connected call.

Quick Notes...

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IMPORTANT

Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing 5 whilst listening to the message.