

NFCC Voicemail System

Dial *17 or 1699 to access system from on campus.
Dial 850-973-1699 to access off campus.

Logging in for First Time

- PRESS MESSAGES BUTTON OR DIAL * 17
- ENTER YOUR EXTENSION NUMBER FOLLOWED BY #
- PRESS # WHEN PROMPTED FOR YOUR PASSWORD
- ENTER YOUR NEW PASSWORD FOLLOWED BY #
- RE-ENTER PASSWORD FOLLOWED BY #
- YOU WILL BE PROMPTED TO RECORD YOUR NAME
- PRESS 1 AND RECORD NAME
- PRESS 1 AFTER RECORDING
- SYSTEM WILL PLAYBACK RECORDING
- PRESS # TO APPROVE
- OR
- PRESS 1 TO RE-RECORD

Recording Your Greeting

You can pre-record 1 primary greeting and up to 9 alternate greetings. After logging into voice mail:

- Press 3 (Administer greeting)
- Press 1 (Create/change a greeting)
- Press 1 (Greeting number)
- Record your greeting at the prompt.
- Press 1 (Stops your recording and allows you to edit your greeting.)
- Press 2,3 (Listen to greeting you recorded)
- Press 2,1 (Re-record greeting)
- Press # to approve greeting.
- Press 1 to use this greeting for all calls.

Note: Additional greetings can now be recorded.

Activate a Different Greeting

After logging into voice mail:

- Press 3 (Administer greeting)
- Press 3 (Activate greeting)
- Enter desired greeting number.

Retrieve Your Messages

After logging into voice mail:

- Press 2 (Getting messages)
- Press 0 (To listen to message)

Note: While listening to your message you have the following useful options:

- Press 5 (To back up in 4 second increments.)
- Press 3 (To pause the message while you take notes.)
- Press 2,3 (To hear the date and time stamp again.)
- Press # (To skip to the next message.)
- Press 1 (To respond to an internal extension's message.)
- Press *D (To delete message)

To Forward A Message To Another Mailbox

- Press 12 after hearing message or while message is playing
- Record memo (you must record a memo)
- Press # to approve memo
- Enter extension number to send to followed by # sign (you may enter additional extensions followed by #)
- Press # when done entering extensions
- Press # to send the message
- You will then be asked to delete (*3) or save (#) message

AVAYA IP Office Intuity

After Login			2 Get Messages		
1 Record	2 Get Messages	3 Greetings	5 Personal	7 Quick Scan	0 Skip header
1 Reply	2 Restart	3 Pause on/off	5 Rewind	6 Advance	# Save & skip
* 3 ^v Delete	* * 8 ^v Undelete	* * 4 Skip	General		
7 Quick Scan			* 4 ^m Help	* * 6 ^m Name/Number Directory	
1 All	2 Headers only	3 Messages only	* 7 ^m Return	* * 7 ^m Relogin	
			* 8 ^m Transfer	* * 9 ^m Exit	
			* 0 Operator		

1 Record Message			3 Greetings		
1 Record	1 Start/Stop	2 3 Playback	0 Listen to...	1 Create, change	2 Scan all
2 Rewind	# Approve	* 3 ^v Delete	2 Activate	3 Activate	
# Enter address	* 2 ^m Name/Number Switch	* 3 ^m Delete address	5 Personal		
# # Finish addressing	# # Send		4 Password	5 Record Name	6 Address after/before record
			7 1 Call Answer		

Note: Unsaved messages are deleted after a period. To save, press # when played.

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To Change Your Password

After logging into voice mail:

- Press 5 for personal options
- Press 4 to change password
- Enter new password followed by # sign
- Re-enter new password followed by # sign

To Re-Record Your Name

After logging into voice mail:

- Press 5 for personal options
- Press 5 to re-record name
- Press 1 after recording your name
- Press 23 to playback, 21 to re-record, or # to approve

To Create Mailing Lists

- Press 5
- Press 1 to administer Mailing Lists
- Press 1 to create list followed by # sign
- Press 1 to make Private
- Enter each extension number followed by the # sign
- Press # when finished

To Use Mailing Lists

- Press 1 to record message
- Record Memo
- Press 1 after recording
- Press 23 to playback or
- Press 21 to re-record
- Press # to approve
- Press *5 to send Mailing List
- Enter the List ID then #
- Press # again to Finish and # again to send

Visual Voice (Visual VM)

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.

Button	Functions
Listen	<p>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:</p> <ul style="list-style-type: none">• 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: 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 un-pause.
Main(0)	<p>Hunt group names may be displayed you have been configured for hunt group mailbox access. 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.</p>
Message	<p>Record and send a voicemail message to another mailbox or mailboxes.</p>
Greeting	<p>Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.</p> <ul style="list-style-type: none">• 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.
Email	<p>This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use Change to change the selected mode. Press Done when the required mode is displayed. Possible modes are:</p> <ul style="list-style-type: none">• Email Mode Off: Voicemail email is not used.• Email Mode Copy: New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox.• Email Mode Fwd: New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox.• Email Mode Alert: A alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.
Password	<p>Change the voicemail mailbox password. To do this requires entry of the existing password.</p>