
Voicemail Pro Mailbox Setup

- 1) To setup your Voicemail Pro Mailbox for the first time dial *17

The system will prompt “Welcome to IP Office, for help at anytime press *H. Please enter extension and #”

- 2) Enter your extension number and press the # key.

The system will prompt “Enter password and #”

- 3) Because you have never set a password for this mailbox you currently have no password. Simply press #. Note: After the initial setup, you will need to use the password you set.

The system will prompt “Please enter new password and # sign”

- 4) Enter your new password followed by the # key.

The system will prompt “Reenter password and # sign”

- 5) Reenter your new password followed by the # key.

The system will prompt “Changed” (or prompt you to put in a more secure password)

The system will prompt “As you use IP Office your name will be included in system announcements that you and other people will hear. Press 1, and at the tone please speak your name. After speaking your name, press 1 again.”

- 6) Press 1 and at the tone speak your **first and last name**, then press 1 again.

The system will play back your recording followed by the prompt “To re-record your name press 1, to approve press #.

- 7) If you are satisfied with the recording press #, if not press 1 and re-record. If you # hit your mailbox setup will be complete.

** If you need to re-record your name, log back into your mailbox using *17, mailbox number, password. Once logged in, press 55 and it will prompt you to record your name again.

Changing your voicemail personal greeting

- 1) Dial *17 from your telephone.
- 2) Follow the prompts to enter your extension number and password.
- 3) Once logged in press option 3 for your personal greetings.
- 4) Press option 1 to Create/Change or Delete a greeting.
- 5) Enter a greeting number (1-9). You may record multiple greetings to activate in different situations.
- 6) Press 1 to re-record.
- 7) Record the new greeting and press # when you are complete.
- 8) Activate the greeting for your desired call type.

Press 1 for all calls

Press 2 for internal calls (calls from other extensions)

Press 3 for external calls (calls from outside of the office)

Press 4 for number engaged calls (messages received while you are on the phone)

Press 5 for no reply calls (calls where you did not answer your phones)

Press 8 for the default greeting

Press 9 for the temporary greeting (you will be prompted to enter the number of days this greeting will be used)

Accessing Voice Mail

Outside the Office

Call the Main Number and ask to be transferred to your mailbox. Press *7 when voicemail answers

Inside the Office

Press the Message button or dial *17 from any phone and follow the prompts.