



IP Office

Voicemail Pro Installation and Maintenance Guide

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Documentation information

For the most current versions of documentation, go to the Avaya Support web site (<http://www.avaya.com/support>) or the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase/>).

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Introduction

About this Guide

This guide describes how to install and configure Voicemail Pro on an IP Office. This guide is for Avaya professional services staff, business partners, and system integrators but can be used by anyone who has been trained to install or configure Voicemail Pro. These instructions assume that you are familiar with IP Office Manager.

Further information about Avaya IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

Voicemail Pro

Overview

Voicemail Pro comprises the following components:

- **Voicemail Pro**

This voicemail program requires an IP Office license key to run. It builds on Voicemail Lite by offering a high degree of customization for any mailbox. Voicemail Pro consists of both a Server Program and a Client for administration of the server. For remote administration the Voicemail Pro Client can be installed on its own on a separate machine to the Voicemail Pro Server .

 - Unlicensed Voicemail Pro will run for two hours to allow demonstration and testing. A license is required for continuous operation.
- **Voicemail Email**

Voicemail Pro can use SMTP or MAPI to send email alerts when a user has new messages in their mailbox. For more information, see Installing Voicemail Email.
- **Integrated Messaging System (IMS)**

Included with Voicemail Pro software but requires its own IP Office license key. Works with a customer's Microsoft Exchange server to provide synchronized voicemail and email mailbox operation. For more information, see Installing the Integrated Messaging System.
- **Centralized Voicemail Pro**

Within an IP Office small community network (SCN), Voicemail Pro can be used to provide mailbox services to remote IP Office systems. For more information, see Installing Centralized Voicemail Pro.
- **Database Connection**

Voicemail Pro can be licensed to read and write data to databases. The values of data returned can be used to affect call flows. For more information, see IVR Database Connection.
- **Text to Speech (TTS)**

The Voicemail Pro server can speak text, entered within the call flow or contained within variables. Combined with database operation this allows the development of IVR applications. For more information, see Installing the Text to Speech Feature.

Note

- An IP Office can interact with only one voicemail server at a time. If more than one voicemail server is installed on a network this may cause problems.

What's New

Here is a list of the new features that have been added to this version of Voicemail Pro.

- Voicemail Pro has been enhanced to allow full and secure configuration from a remote location by using the Voicemail Pro Client. The Voicemail Pro Client can be installed on its own on a separate machine to the Voicemail Pro Server. This saves having to visit each site individually. Call flows can be visually designed and configuration changes can be made and tested offline before being uploaded to a live system. For more information, see Installing the Voicemail Pro Client Only.
- Voicemail Pro now offers two levels of authority for administrators who use the Voicemail Pro Client. Administrator users can add and delete other administrator users and change their passwords. Standard administrator users can change their own passwords but not those of other administrator users. Standard administrators cannot add or delete Client administrator users. For more information, see Adding an Administrator.
- The Voicemail Pro details pane now displays mailbox status details such as the size of the mailbox and the date when the mailbox was last accessed. The columns in the details pane can be sorted. For more information, see The Main Voicemail Pro Window.

- It is not possible for more than one user to log in with a single Voicemail Pro Client at a time. Therefore a default timeout is set so that an inactive user is warned and then logged out so that another user can log in with the Client. You can change the length of the timeout period. For more information, see Changing the Inactivity Timeout
- Voicemail Pro mailboxes can now offer up to 3 transfer options (previously known as breakout numbers) instead of 1 (previously know as the reception number). For example, callers might press 0 for Operator, 2 for a colleague or 3 to connect to a mobile or cell number. This means that, as long as the administrator enables the option in IP Office Manager, mailbox owners can create their own personal auto-attendant. This removes the need for you, as the administrator, to set up a call flow in Voicemail Pro. Mailbox owners can find more information in the IP Office Mailbox Help or User Guide or the Intuity Mailbox Help or User Guide.
- Integrated Messaging Service (IMS) startup time has been improved. Instead of scanning all existing mailbox folders, IMS scans only the root inbox folder for new messages when it starts up.
- Voicemail Pro can now be used with fax servers that use address prefixing, for example C3000 fax servers. C3000 is currently supported only in Germany.
- Previous versions of Voicemail Pro could detect a fax message that had been routed to a voice mailbox and redirect it to an alternate extension number where a fax machine or server could receive the fax. If configured, the fax could be sent to a user's Exchange mailbox. With voicemail email reading enabled the Voicemail Pro user could then receive notification of faxes via their voicemail. This feature has been enhanced so that Intuity mailbox owners can use their telephone handset to forward a fax to a fax number other than the system-wide fax number or forward to the default fax destination for printing. This enables mailbox owners to forward fax messages to a fax machine that is more convenient if they are not in the office.
- Previously, mailbox owners could be notified by voicemail if a fax message arrived in their email inbox. Mailbox owners can now use voicemail options from their telephone handset to forward a fax message to a system fax machine in their office or to a preferred fax number that is more convenient if they are out of the office.

Voicemail Pro Features

Voicemail Pro is a licensed version of voicemail for IP Office. It builds on Voicemail Lite in a number of ways:

- Support for more than 4 simultaneous voicemail users depending on licenses entered. For more information, see Number of Simultaneous Voicemail Users.
- Support for Intuity mode mailbox operation as default. For information about changing to IP Office mailbox mode, see Changing Mailbox Operation Mode.
- Customization can be applied to the defaults for all or specific users and hunt groups and to access via custom short codes.
- The maximum recordable length of messages can be changed from the fixed 120 second limit of Voicemail Lite. Setting Up General System Preferences
- Automatic call recording (Voice Recording) for selected Users, Hunt Groups and CLIs allows the automatic recording of calls. This is set up through IP Office Manager.
- Campaigns allow a sequence of messages to be played to a caller and the caller's response to those question (spoken and/or telephone key presses) are recorded. The sets of response can then be accessed and action by call agents. For more information, see Campaigns:Overview.
- Integrated Messaging System (IMS) adds sophisticated voicemail to email integration. For more information, see Installing the Integrated Messaging Service.
- **Personal Distribution Lists (also called Mailing Lists)**
Intuity mode mailbox users can create mailbox distribution lists to use when forwarding or sending a message. Each mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailbox destinations. Lists marked as public can be used by other mailbox users. For more information, see the IP Office Intuity Mailbox User Guide.

- **Group Broadcast Messaging**
If Group Broadcast Messaging is selected, when a hunt group mailbox receives a new message, that message is copied and forwarded to the individual mailbox of all group members. For more information, see *Configuring Group Broadcast*.
- **Voice Recording Library**
With Voicemail Pro call recordings can be transferred to a third-party Voice Recording Library (VRL) application. Currently this is ContactStore for IP Office. This application maintains a searchable library of recordings and can archive recordings onto DVD. Installation and operation of VRL is licensed. For more information, see *Voice Recording Library*.
- **SNMP Alarm**
Where the IP Office has been configured to send SNMP Alarms, Voicemail Pro can inform the IP Office to send an alarm when the amount of remaining disk space falls below a set threshold. For more information, see *Setting Up Disk Space and Recording Time Alarms*.
- **Post Dial Group Page**
A .wav file can be played to a group extension number. For more information, see *Post Dial Action*.
- **Combined CCC/Voicemail Pro Server Operation**
Both the Compact Contact Center (CCC) and Voicemail Pro server can be used on the same server. This is for a maximum of 20 CCC agents and 8 voicemail ports only. The PC requirement is a Windows 2000/2003 Server OS on a Pentium 4 2.8GHz with 512MB RAM and 10GB hard-disk minimum.

Voicemail Pro Software

Voicemail Pro consists of the following software components:

- **Voicemail Pro CDs**
Voicemail Pro is supplied on CD.
 - Voicemail Pro 3.2 is supplied on two CDs. The first CD contains the Voicemail Pro program. The second CD contains Avaya IP Office ContactStore.
 - The standard Voicemail Pro 3.2 CD includes the software components for generic TTS. Voicemail Pro ScanSoft TTS is supplied on a separate set of 5 CDs.
- **IP Office Licenses**
Entered into the configuration of the IP Office system. Required to activate Voicemail Pro, then number of ports available and various other features.
- **IP Office Feature Key Dongle**
Licence keys are issued against and validated against the unique serial number of the feature key dongle installed with the IP Office.
 - **Feature Key Server**
For USB and parallel port feature key dongles, the dongle must be installed on a PC running the IP Office Feature Key Server application. This is not required for a serial port feature key dongle which plugs directly into the 9-pin serial port of suitable IP Office control unit.
- **Voicemail Pro Server**
Runs on the Server PC and provides voicemail facilities to the IP Office.
- **Voicemail Pro Service**
On Windows 2000/XP/2003 the Voicemail Pro Server installs as a Service. This provides greater reliability and resilience.
- **Voicemail Pro Client**
This is the interface used to configure the Voicemail Pro server.

- **IMS Server and Administration Tool**
IMS (Integrated Messaging System) provides sophisticated voicemail and email integration between the Voicemail Pro Server and Microsoft Exchange. IMS consists of a number of components.
 - **IMS Voice Service and Gateway Service**
These are installed onto the Voicemail Pro Server PC.
 - **IMS Administration Tool**
Installs onto the Voicemail Pro Server PC. Can be installed on another networked PC if required.
 - **IMS Client Package**
Each IMS user requires an IMS client installed on their PC.
- **Campaign Web Component**
Allows agents to access campaign messages through Microsoft Internet Explorer 5 or higher (not Netscape).

Number of Simultaneous Voicemail Users

All connections between the voicemail server (Pro or Lite) and the IP Office are via the LAN using data channels. The maximum number of data channels that can be used for voicemail operation at any moment are shown below.

IP Office	Data Channels	Maximum for Voicemail Lite	Maximum for Voicemail Pro
IP406 V2	40	4	20
IP412	100	4	30
Small Office Edition	Up to 18	4	10

- **Voicemail Pro Licenses**
The actual number of ports available on Voicemail Pro is controlled by license keys entered through IP Office Manager. For more information, see Voicemail Pro Licenses.
 - The **Voicemail Pro** license enables 4 ports.
 - **Additional Voicemail Pro** licenses can be added to enable further ports up to the maximum shown above.
- **Data Channels**
The IP Office may support a higher number of data channels. The figures shown above are the maximum that can be simultaneously used for voicemail operation.

Note

- The IP Office telephone system uses data channels for functions other than voicemail connections. This may reduce the number of data channels available for voicemail.
- **VoIP/VCM Channels**
Though linked to the IP Office via a LAN connection, voicemail does not use VoIP VCM channels. The Voicemail Server is seen as a device on the IP Office's TDM telephony interface.
 - Calls to/from voicemail involving non-IP trunks and extensions do not use VCM channels.
 - Calls to/from voicemail from IP trunks and extensions do use a VCM channel.

User, Group and Mailbox Names

The voicemail server creates mailboxes based on the user and hunt group names that are entered in the IP Office Manager application. Whenever either the voicemail server or the IP office control unit restarts, new mailboxes are created for any new names that are found.

This method of operation has the following consequences:

Warnings

- **Mailboxes are based on names**
For all users and groups, if their name is changed, they may no longer be associated with their former mailbox and any associated Voicemail Pro start points.
- **Voicemail is case sensitive**
Voicemail is case sensitive. If a mailbox or start point name is entered incorrectly in IP Office Manager or Voicemail Pro, the intended operation will not occur and the call may be disconnected.
- **Voicemail removes spaces at the end of mailbox names**
If spaces are left at the end of a mailbox user's name in IP Office Manager, when Voicemail creates the mailbox, the space at the end of the name is dropped. When this occurs the mailbox cannot be found as there is a mismatch between the user name and directory.

Supported Languages

The voicemail system provides prompts to callers and mailbox users based on the **Locale** that is set in the **System** form of IP Office Manager.

If the necessary set of language prompts is not available, the nearest available match is used. For more information, see *Changing the Language Used by Voicemail Pro: Overview*.

Individual users can have their own **Locale** setting. Voicemail then provides them with the appropriate language prompts if they are available. This is set either through the IP Office Manager **User** form or through the language choice on some telephones (refer to the appropriate telephone User Guide).

Voicemail Pro server prompts can be installed in the following languages:

- Chinese (PRC/Mandarin)
- Chinese (Traditional/Cantonese)
- Danish
- Dutch
- English (UK)
- English (US)
- Finnish
- French
- French (Canadian)
- German
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Portuguese Brazilian
- Russian
- Spanish
- Spanish (Latin)
- Swedish
- TTY (*see below*)

- **Supported Languages and Countries**

The availability of a language in voicemail does not necessarily indicate support for IP Office in a country that uses that language. Contact your local Avaya office for details of which countries support IP Office.

Note

- The Voicemail Pro Server prompts are available in both Chinese Mandarin as and Chinese Cantonese. The Voicemail installation process, Voicemail Pro Client and Control panel applet are available in Chinese Mandarin only.
- **TTY**
TTY is included in the list of installable languages even though it is not a language. TTY is a text-based system that is used to provide service to users with impaired hearing or vision. For more information, see Support for Callers with Impaired Vision or Hearing.

System Planning Form

A Microsoft Word template for a system planning form is available from the IP Office Documentation CD. Alternatively you can download a copy, in Word or PDF format, from the General, Manuals (PDF Library) section of the IP Office Knowledge Base at www.avaya.com/ipoffice/knowledgebase.

On the page called *IP Office Manuals* in the section called *Voicemail Installation & Configuration Manuals*, there is an A4 and a US version of the Voicemail System Planning Form.

The form can be completed electronically and saved and stored for reference. For information about how to install Microsoft Word templates, see the Microsoft Word help.

Alternatively it can be printed and completed manually and then filed. Completing this form will help to ensure a successful installation and implementation of Voicemail Pro. It may be necessary for both the customer and the installer to go through this form several times before installation.

Installation Types and Requirements

Overview

You can choose one of three voicemail components to install:

- **Voicemail Pro (Full)**
This option installs the Voicemail Pro server and the Voicemail Pro Client. If you choose this option you can further choose a compact, typical or custom installation. The custom installation lets you select additional software features to install, for example IMS or VPNM, or remove any software features that are included in a typical installation but which are not required.

It is advisable to know the type of installation that you are planning so that you can ensure that the appropriate installation requirements are met before you start. For more information see *Installing Compact Voicemail Pro Server*, *Installing Typical Voicemail Pro Server and Client* or *Installing Custom Voicemail Pro Server and Client*.

- **Voicemail Pro (Partial)**
This option installs the Voicemail Pro Client only. For more information see *Installing the Voicemail Pro Client Only*.
- **ACM Gateway**
This is used to provide voicemail support for an Avaya G.150 unit being used as a branch office gateway to ACM with Modular Messaging. The installation and setup of such a system, including the voicemail aspects, are covered in separate Avaya G.150 documentation. For more information see *Installing the ACM Gateway*.

Note

- **Text to Speech (TTS)** is installed as a standard feature of Voicemail Pro Server, although it must be licensed before use. For more information, see *Text to Speech: Overview*.

Types of Voicemail Pro Installation

The following different types of installation are available:

- **Compact**
This option installs the minimum set of components for basic voicemail operation. This means the Voicemail Pro server or service, the Voicemail Pro Client application plus the help files and .wav files for the prompts in the language that is selected at installation time. For more information, see *Installing Compact Voicemail Pro Server and Client*.
- **Typical**
This option installs the components for basic voicemail operation plus those required for web campaigns. It requires that Microsoft IIS Web server is pre-installed on the Voicemail Pro Server PC. For more information, see *Installing Typical Voicemail Pro Server and Client*.
- **Custom**
This option lets you select additional software features to install, for example IMS or VPNM, or remove any software features that are included in a typical installation but which are not required.
- The only exception is the selection of Voicemail Pro Server or service which will be overridden to match the Windows version. Choose this option for to install the Integrated Messaging Service or VPNM. For more information, see *Integrated Messaging Service (IMS) or VPNM*.

Requirements

Before you begin an installation, ensure that the requirements described in the sections that follow have been met:

- General Installation Requirements
- PC Specification
- Network Requirements
- Web Server Requirements
- Voicemail Email Connection Requirements
- IMS Pro Connection Requirements
- ContactStore Requirements
- Domain User Account Requirements

General Installation Requirements

Here is a list of general requirements for all types of installation.

- A PC with IP Office Manager and Microsoft .NET Framework versions 1.1 and 2.0 installed on it. IP Office uses .NET Framework 2.0 whereas Voicemail Pro uses .NET Framework 1.1. If version 1.1 is not detected, you will be prompted to install it before the Voicemail Pro installation proceeds.
- If not already in place, an IP Office feature key server must be installed. This can be installed onto the same PC as the Voicemail Pro server.
- A license for Voicemail Pro and any additional ports is required, see License Keys. If Voicemail Pro server is installed without a license it will run for 2 hours and then shut down.
- A license for all components of Voicemail Pro that you are installing.
- The IP Office Voicemail Pro CD.

Tips

- Installation on the same PC as the one being used for IP Office Manager is recommended.
- Before you start to install Voicemail Pro it is advisable to check that the PC that you are using can connect to the IP Office unit and that you can load and save a configuration file.
- Switch off any PC and hard disk sleep, power down, suspend, hibernation modes.
- The Voicemail Pro software needs to be installed using an account with full administrator rights on the PC. The service subsequently runs under that account. We recommend that a specific account is created for this purpose and set so that its password does not expire.

PC Specification

The following configurations are supported:

- Windows 2000 with Service Pack 4 and Internet Explorer 5.5 or later.
- Windows XP Professional with Service Pack 2.
Details of how to configure IP Office applications for operation with SP2 are contained in the IP Office Technical Tip Bulletin 49. Technical Tip Bulletins are available from the IP Office knowledge base at www.avaya.com/ipoffice/knowledgebase.
- Windows 2003.

The table that follows gives the **minimum recommended** PC specification. Using a PC with a lower specification may degrade voicemail operation.

Applications	Minimum PC Resources	Intel Pentium	Intel Celeron	AMD	Notes
VM Pro	256MB RAM 2GB free disk space.	Any 1.4GHz.	Any 1.7GHz.	Any 1.4GHz.	To avoid replacing the server when adding new applications we recommend that a Pentium 4 2.8GHz (or equivalent) is used when possible.
VM Pro + IMS + Campaigns	512MB RAM	Pentium 4 2.8GHz.	Not tested	Athlon XP 3000+ All Athlon 64 chips.	If the database being queried is located on the VM Pro server the query speed of the database will be affected by the amount of memory available. Please take into account the memory requirements of the database being queried.
VM Pro + IVR + TTS	512MB RAM 20GB free disk space.	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips.	
VM Pro + ContactStore	512MB RAM 2GB free disk space.	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips .	ContactStore requires a separate disk or disk partition.
VM Pro + CCC	512MB RAM 10GB free disk space.	Pentium 4 2.8GHz	Not tested	Athlon XP 3000+ All Athlon 64 chips.	VM Pro and CCC can be run on the same server up to a maximum of 25 agents, 8 ports of VM Pro and on Windows server operating systems only.
VM Pro +CBC	512MB RAM 10GB free disk space.	Pentium 4 2.8GHz.	Not tested	Athlon XP 3000+ All Athlon 64 chips.	The client PC needs to be Pentium III, 800MHz with 128MB RAM minimum.
VM Pro + CCC + MMM	512MB RAM 10GB free disk space.	Pentium4 2.8GHz.	Not tested	Athlon XP 3000+ All Athlon 64 chips.	The database must be run with full SQL; MSDE is not supported with MMM.

1. Use of the **Large Fonts** setting is not supported. Use of this option may cause options on some screens to become inaccessible.
2. A 100Mbps network card is strongly recommended.
3. Free disk space requirements are also subject to the message storage required. For more information, see "Disk Space".
4. IMS and Web Campaigns options within Voicemail Pro are only supported on Windows Servers. Aspects of operation such as Voicemail to E-mail, Integrated Messaging Pro (IMS), Web Campaigns, etc, are subject to further requirements as listed in the following sections.

Network Requirements

The PC should be configured and tested for TCP/IP networking.

We strongly recommend that the voicemail server PC is connected to the IP Office Control Unit directly or via a LAN switch.

If directly connected, changing the settings of the PC network card to match the IP Office control unit can resolve some issues. This should be done according to the PC or network card manufacturer's instructions. The options for IP Office LAN ports are:

- **IP412:** Use LAN1 and half duplex.
- **Small Office Edition and IP406 (V2):** Full duplex.
- All IP Office LAN ports are 10Mbps/100Mbps auto sensing.

If not directly connected, using any of the above settings must be supported and matched by the intervening network equipment.

- The PC should have a fixed IP address. Although PCs in a DHCP network may retain the same IP address between reboots this is **not** guaranteed.
- If the IP Office is acting as a DHCP server, it defaults to using 192.168.42.2 to 192.168.42.201 for DHCP clients. This leaves 192.168.42.202 to 192.168.42.254 for devices that require fixed IP addresses.

Disk Space Requirements

A compact Voicemail Pro installation requires 130MB and a typical installation requires approximately 255MB. A custom installation, including VPNM and IMS requires up to 2GB of disk space. However prompts and recorded messages consume an additional 1MB of disk space per minute.

For Avaya IP Office - Small Office Edition, you can expect to require at least 200 minutes of message recording space, that is 200MB.

For a busy environment you can expect to require at least 1000 minutes of message recording space, that is 1GB.

If you are installing the Client only, you can expect to require at least 170MB.

Web Server Requirements

If web browser access to campaigns is required, the Microsoft IIS Web Server must be installed on the server PC **before** Voicemail Pro is installed:

Note

- Microsoft web server products run as services and require Voicemail Pro to also run as a service. This applies on Windows 2000, 2003 or XP.

Voicemail Email Connection Requirements

Voicemail Email operation is supported using either MAPI or SMTP. MAPI requires the Voicemail Pro server PC to have a MAPI-compliant email client installed. For information, see Installing Voicemail Email.

If Text to Speech is installed, email text to speech is supported using MAPI. For information, see Email Reading.

In both of the above cases, full email sending from the server PC to a user PC should be configured and tested before Voicemail Pro is installed. Testing should use the same PC user account under Voicemail Pro is to be installed.

Integrated Messaging Service Connection Requirements

Connection Requirements

Integrated Messaging Service Connection Requirements (IMS) requires the Voicemail server to use MAPI.

Integrated Messaging Pro (IMS) is supported on Microsoft Exchange 5.5, 2000 and 2003 (SP1 and SP4).

An Exchange User account for user *IMSAdmin* will be required as part of the IMS installation.

The account must be a member of the same domain as the Voicemail Pro Server.

A list equating Exchange User account names with voicemail box users is required.

ContactStore Requirements

The current IP Office Voice Recording Library (VRL) application is Avaya ContactStore for IP Office. This application and its installation are documented separately. However:

- Avaya ContactStore for IP Office should be installed after Voicemail Pro has been installed and its operation verified.
- Avaya ContactStore for IP Office must use a separate hard disk partition for its message archiving from that used by Voicemail Pro for current mailbox messages. Use of a separate hard disk or installation onto a separate server PC are alternatives.
- The use of RAID 1 or RAID 5 are recommended.
- The use of a DVD recorder for long-term archiving is recommended.
- A figure of 7.2MB per hour of archived recordings is given.
- The archived messages held by Avaya ContactStore for IP Office are accessed via web browser using the port address 8888. This port address is not configurable and so it is necessary to ensure that it does not conflict with any other web server service running on the same server PC.

Voicemail Pro Licenses

The following License Keys can be used with Voicemail Pro. The license keys are entered into the IP Office configuration using the IP Office Manager.

- **Port Licenses**

These control the use of Voicemail Pro and the number of ports (simultaneously connected calls into/from the Voicemail Pro server). Note: The maximum number of ports supported for voicemail operation is set by the type of IP Office control unit. For more information, see Number of Simultaneous Voicemail Users. Multiple port licenses can be used to achieve the number of ports required.

 - **Voicemail Pro (4 ports)**
Enables Voicemail Pro for up to 4 ports.
 - **Additional Voicemail Pro (2 ports)**
Enables 2 additional Voicemail Pro ports.
 - **Additional Voicemail Pro (4 ports)**
Enables 4 additional Voicemail Pro ports.
 - **Additional Voicemail Pro (8 ports)**
Enables 8 additional Voicemail Pro ports.
 - **Additional Voicemail Pro (16 ports)**
Enables 16 additional Voicemail Pro ports.

- **Voicemail Pro Feature Licenses**

These licenses enable the use of specific features within Voicemail Pro.

- **Integrated Messaging**
Enables operation of IMS with Voicemail Pro.
- **VMPro VB Script**
Enables use of VB Scripting through the VB Script action.
- **VMPro Database Interface**
Enables database integration within call flows.
- **VMPro TTS (Generic)**
Enables use of text to speech facilities using the default Windows and third party TTS engines. One license per simultaneous instance of TTS usage.
- **VMPro TTS (ScanSoft)**
Enables use of text to speech facilities using Avaya supplied TTS (ScanSoft) engines. One license per simultaneous instance of TTS usage.
- **Networked Messaging**
Enables the use of Voicemail Pro Network Messaging.
- **VMPro Recording Administrators**
Allows call recordings to be transferred to a VRL (Voice Recording Library) application.
- **XCAPI**
For a C300 fax server an XCAPI license is required. The XCAPI license is part of the C3000 installation.

Installing the Voicemail Pro Server and Client

Overview

When you complete a full Voicemail Pro installation you install the Voicemail Pro Server and Client together. With this option you can select some or all Voicemail Pro features to install. You can choose a Compact, Typical or Custom installation.

Compact Installation

Choose the **Compact** option to install the minimum set of Voicemail Pro features. These are:

- The Voicemail Pro Client
- The Voicemail Pro Server (installed as a Service on Windows 2000/2003/XP Professional)
- Help files and .wav files for the voicemail prompts in English
- Help files and wav files for the voicemail prompts in the Language closest to that of the target machine locale.

Tip

- If only English language prompts are required, this is the quickest way to install Voicemail Pro.

For more information, see [Installing Compact Voicemail Pro Server and Client](#).

Typical Installation

Choose the **Typical** option to install the most commonly used Voicemail Pro features.

- Everything in the compact installation
- Voicemail Pro Campaign Web Component
- All languages

This option is recommended for most users.

Custom Installation

Choose the **Custom** option if you would like to choose the Voicemail Pro features to install. The following features are pre-selected and will be installed unless you choose not to install them:

- Voicemail Pro Client
- Voicemail Pro Server (installed as a Service on Windows 2000/2003/XP Professional)
- Voicemail Pro Campaign Web Component
- Help files and .wav files for the voicemail prompts
- Help files and .wav files for the voicemail prompts in the Language closest to that of the target machine locale
- Other supported language options.

You can then select additional components to install, for example the Integrated Messaging Service (IMS). Alternatively you can select components to remove if they are not required and would save disk space, for example the TTY prompts.

This option is recommended for advanced users only.

Installation Process

The overall process for installing Voicemail Pro consists of the following key steps:

1. Install the required type of Voicemail Pro. For more information, see *Installing Compact Voicemail Pro Server and Client*, *Installing Typical Voicemail Pro Server and Client* or *Installing Custom Voicemail Pro Server and Client*.
2. Configure Windows 2003. For more information, see *Configuring Windows 2003 to Work with Web Campaigns*.
3. Start the Voicemail Pro Server. For more information, see *Starting the Voicemail Pro Server*.
4. For testing and diagnostic purposes it can be useful to run the service as a console. For more information, see *Running the Service as a Console*.

Installing Compact Voicemail Pro Server and Client

Note

- If you are upgrading an existing Voicemail System, see *Upgrading a Voicemail Pro System*.

The compact (basic) installation of Voicemail Pro provides:

- The Voicemail Pro Client.
- The Voicemail Pro Server (as either an executable program or service according to the Windows version).
- Appropriate prompts for the selected installation language.
- Help files and .wav files for voicemail prompts in English
- Help files and .wav files for voicemail prompts in the language closest to that used by the locale of the target machine.

This is the minimum set of components that you need to run Voicemail Pro. Of all of the setup types, compact Voicemail Pro is likely to take up the smallest amount of space but this depends on the language selections.

The process for installing a compact Voicemail Pro Server and Client comprises the following key steps:

1. Completing the pre-installation steps described in this section.
2. Installing the Voicemail Pro software as described in this section.

Before you begin:

1. Log on to the server PC using the account under which you intend the Voicemail Pro server or service to run. This account must have full administrator rights to the local PC.

Recommendation

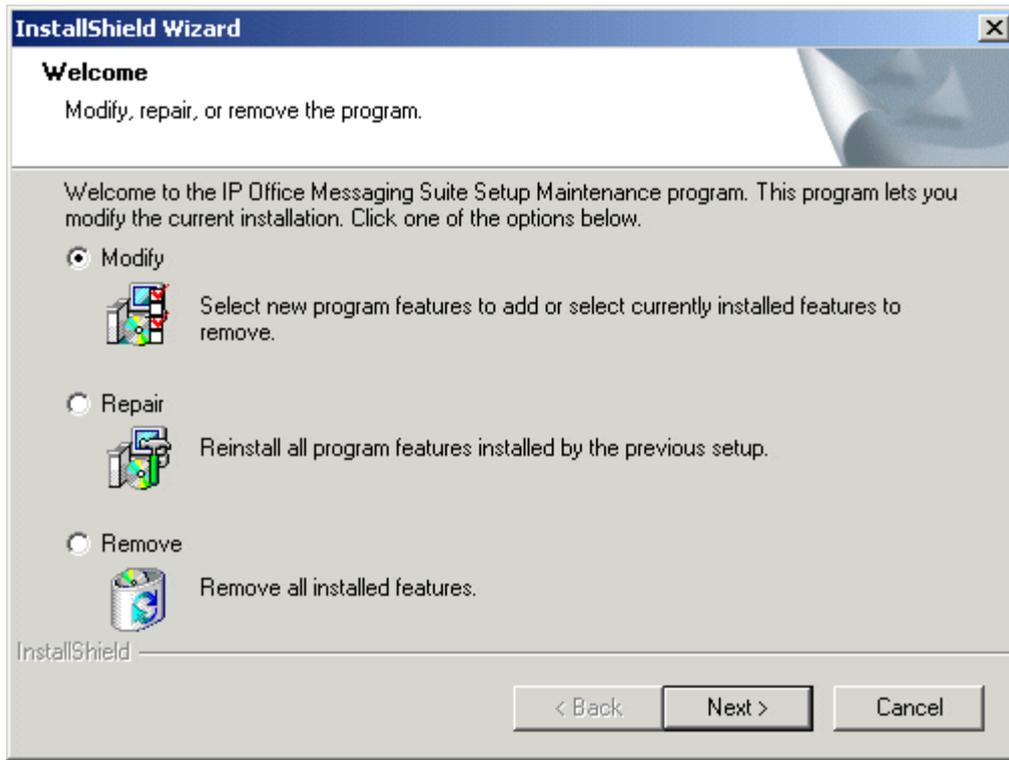
- Create a new user account called **Voicemail** and give it full administrator rights on the PC. This will help to identify the purpose of the account. Set the account password so that it does not expire.
3. In IP Office Manager, check that the correct licenses for Voicemail Pro are installed and show a status of **Valid**. For basic Voicemail Pro, the licenses required are:
 - **Voicemail Pro (4 ports)** plus **Additional Voicemail Pro (X ports)** licenses up to the total number of ports required or supported by the IP Office.

To install compact Voicemail Pro Server and Client:

1. Insert the **IP Office Voicemail Pro** CD. The installation should auto-start. If it does not auto-start, click **Browse** to locate **Setup.exe** on the CD and then run it. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.

3. Click **OK**.
Installation preparation begins.
4. Voicemail Pro requires Microsoft .NET 1.1 Framework. If this version is not detected, you are prompted to install it. Click **Yes** to install Microsoft .NET 1.1 Framework.

If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see *Upgrading a Voicemail Pro System*.



Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

5. In the Welcome window, click **Next >**.
The Customer Information window is displayed.
6. In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
7. In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
8. In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.
9. In the Choose Destination Location window, click **Browse** and locate the folder where the Voicemail Pro files are to be installed. Otherwise click **Next >** to use the proposed folder.
The Messaging Components window is displayed so that you can choose the components that you want to install.
10. In the Messaging Components window highlight **Voicemail Pro (Full)**.
11. Click **Next >**.
The Setup Type window is displayed.
12. In the Setup Type window select **Compact**.
13. Click **Next >**.
The Service Account Name window is displayed. Details of the default administrator account are already filled in.

14. In the Service Account Name window, type the **User Name** and **Password** for the user account under which the Voicemail Pro service should log on and run. This should be the Voicemail account created previously on the domain and Exchange server. Alternatively click **Browse** and select from the list of available PC or network accounts or click **Next >** to use the proposed account details.
15. The Select Program Folder window is displayed.

By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders.

To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
16. Click **Next >**.

The account details that you have entered are verified.
17. If you entered a new user name, a message is displayed to ask if you want to create a new PC user account with the specified name and password. Click Yes.
18. Click **Next >**.

A summary of the components that are about to be installed is shown. Check that this list is as expected. If for any reason the details are not what you expect, click < Back and make the necessary changes.
19. When you are satisfied that the details are correct, click **Next >** to start copying the files.
20. The Setup Status window is displayed to keep you informed while the installation takes place.
21. When the installation is complete you are prompted to restart the computer. Choose Yes I want to restart my computer now.
22. Click **Finish** to restart now.
23. When the computer restarts, log back in.

The IP Office Voicemail Pro - ACM Gateway Settings window is displayed.
24. In the **Mail Server** box, type the name of the mail server to use.
25. Choose Message Networking/Interchange to use Interchange or Modular Messaging to use Modular Messaging.
26. Click **Next >**.

The IP Office Voicemail Pro - Email Settings window is displayed.
27. Enter the name of the email account to use or click Browse and select an account to use.
28. Click **Next >**.
29. The IP Office Voicemail Pro SMTP Email Settings window is displayed.
30. In the **Mail Server** box, type the name of the SMTP mail server or use the name that is proposed. This should be the fully qualified domain name.
31. In the **Port Number** box, type the number of the receiving port on the SMTP mail server. The default is 25.
32. To enforce server authentication, check the **Server Requires Authentication** box. This is optional. If you check it you also need to provide the Account Name and Password that need to be entered. You can also choose whether or not to set the **Use Challenge Response Authentication** option.
33. Click **Finish**.

An attempt is made to validate the email settings. An error message is displayed when the attempt to connect with an SMTP server fails.
34. Click **OK** to acknowledge the message.

You have now finished installing the Voicemail Pro Server and Client software.

Installing Typical Voicemail Pro Server and Client

Note

- If you are upgrading an existing Voicemail System, see Upgrading a Voicemail Pro System.

This typical installation of Voicemail Pro provides:

- The Voicemail Pro Client.
- The Voicemail Pro Server (as either an executable program or a service).
- Web campaign components, including the IIS web server if it is not already installed.
- Options to install Help files and .wav files for the voicemail prompts in all supported languages.

The process for installing a typical Voicemail Pro comprises the following key steps:

1. Completing the pre-installation steps described in this section.
2. Installing the Voicemail Pro software as described in this section.
3. Configure Window 2003 to work with Web Campaigns. For more information, see Configuring Windows 2003 to Work with Web Campaigns.

Before you begin:

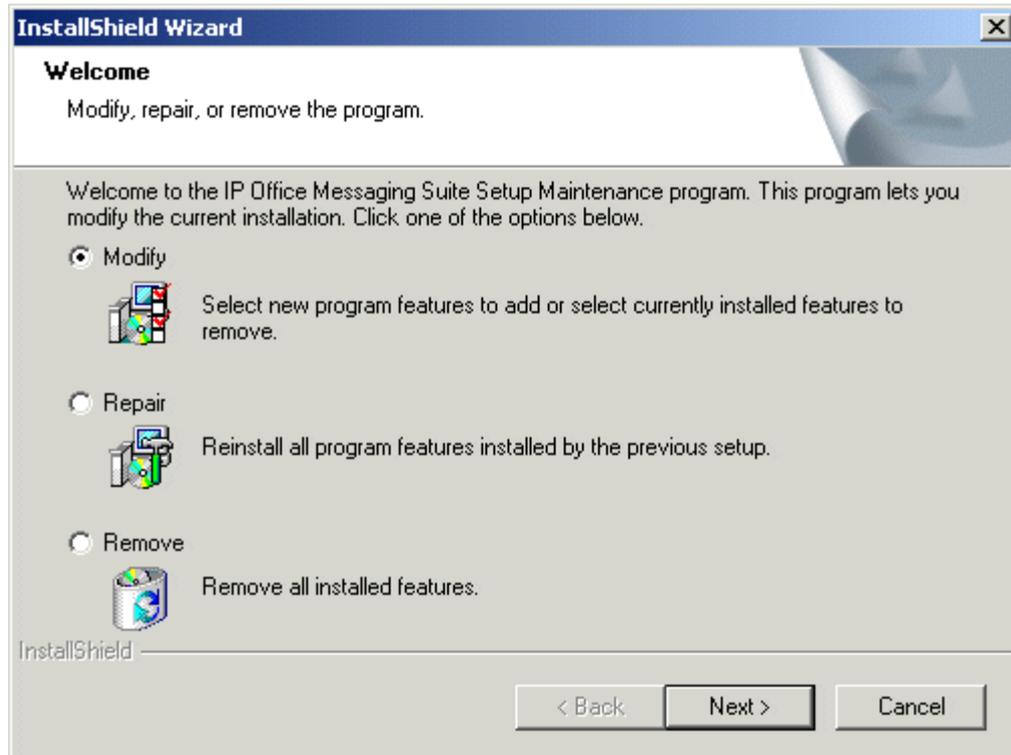
1. Log on to the server PC using the account under which you intend the Voicemail Pro server or service to run. This account must have full administrator rights to the local PC.
 - We recommend that a new user account called **Voicemail** is created and given full administrator rights on the PC. This will help identify the accounts purpose. We also recommend that the account is set so that its password does not expire.
2. Check that the web server has been installed and is operating correctly. Test that its home page can be viewed from other PCs on the customer's network, that is the PCs of users who will want to access campaign messages.
3. In IP Office Manager, check that the correct licenses for Voicemail Pro are installed and show a status of **Valid**. For Voicemail Pro with Web Campaigns, the licenses required are:
 - **Voicemail Pro (4 ports)** plus **Additional Voicemail Pro (X ports)** licenses up to the total number of port required or supported by the IP Office control unit.

To install typical Voicemail Pro Server and Client:

1. Insert the **IP Office Voicemail Pro** CD. The installation should auto-start. If it does not auto-start, click **Browse** to locate **Setup.exe** on the CD and then run it. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.
3. Click **OK**.
Installation preparation begins.

4. Voicemail Pro requires Microsoft .NET 1.1 Framework. If this version is not detected, you are prompted to install it. Click **Yes** to install Microsoft .NET 1.1 Framework.

If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see [Upgrading a Voicemail Pro System](#).



Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

5. In the Welcome window, click **Next >**.
The Customer Information window is displayed.
6. In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
7. In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
8. In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.
9. In the Choose Destination Location window, click **Browse** and choose the folder where the Voicemail Pro files are to be installed. Otherwise click **Next >** to use the proposed folder.
The Messaging Components window is displayed so that you can choose the components that you want to install.
10. In the Messaging Components window highlight **Voicemail Pro (Full)**.
11. Click **Next >**.
The Setup Type window is displayed.
12. In the Setup Type window select **Typical**.
13. Click **Next >**.
The Select the Web Server root directory window is displayed so that you can specify the folder where the web campaign web pages are to be stored.
14. The default folder is **C:\inetpub\wwwroot**. To use the default folder, click **Next >**. To specify a different folder, type the path to the preferred folder location. Alternatively, click **Browse** and locate the folder to use.

15. Click **Next >**.
The Destination of the Web Script Directory window is displayed so that you can specify the folder where the web campaign components are to be stored.
16. The default folder is **C:\inetpub\scripts**. To use the default folder, click **Next >**. To specify a different folder, type the path to the preferred folder location. Alternatively, click **Browse** and locate the folder to use.
17. The Service Account Name window is displayed. Details of the default administrator account might already be filled in.
18. In the Service Account Name window, type the User Name and Password for the user account under which the Voicemail Pro service should log on and run. This should be the Voicemail account created previously on the domain and Exchange server. Alternatively click **Browse** and select from the list of available PC or network accounts or click **Next >** to use the proposed account details.
The Select Program Folder window is displayed.
19. By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders.

To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
20. Click **Next >**.
The account details that you have entered are verified.

If you entered a new user name, a message is displayed to ask if you want to create a new PC user account with the specified name and password. Click **Yes**.
The Select Program Folder window is displayed.
21. Select the program folder where you would like the icons for the Voicemail Pro components to be added. By default the program icons are added to IP Office.
22. Click **Next >**.
A summary of the components that are about to be installed is shown. Check that this list is as expected. Check that the required languages are listed. English is always listed in addition to the selected installation language.
23. If for any reason the details are not what you expect, click **< Back** and make the necessary changes.
When you are satisfied that the details are correct, click **Next >** to start copying the files.
The Setup Status window is displayed to keep you informed while the installation takes place.
24. When the installation is complete you are prompted to restart the computer. Choose **Yes, I want to restart my computer now**.
25. Click **Finish** to restart.
26. When the computer restarts, log back in.
27. When the server PC has restarted, the IP Office Voicemail Pro - Email Settings window is displayed so that you can specify the name of the email account to use for outgoing SMTP e-mails from the Voicemail Pro server.

In the Account Details box, type the name of the e-mail account to use. Alternatively click **Browse** and select an account to use.
28. Click **Next >**.
IP Office Voicemail Pro - SMTP Email Settings window is displayed so that you can specify details of the SMTP server to which the Voicemail Pro server should send messages. A proposed server name might already be filled in.
29. In the **Mail Server** box, leave the proposed name unchanged or type the name of the server to use. This should be the fully qualified domain name.
30. In the **Port Number** box, type the number of the receiving port on the SMTP mail server. The default is 25.

31. To enforce server authentication, check the **Server Requires Authentication box**. This is optional. If you check it you also need to provide the Account Name and Password that need to be entered. You can also choose whether or not to set the **Use Challenge Response Authentication** option.
32. Click **Finish**.
An attempt is made to validate the e-mail settings. An error message is displayed when the attempt to connect with an SMTP server fails.
33. Click **OK** to acknowledge the message.
You have now finished installing the Voicemail Pro Server and Client software.
34. If you are using IIS version 6 under Windows 2003 server, some configuration changes are required. For more information, see Configuring Windows 2003 to Work with Web Campaigns.

Installing Custom Voicemail Pro Server and Client

Note

- If you are upgrading an existing Voicemail System, see Upgrading a Voicemail Pro System.

A custom installation of Voicemail Pro provides everything that is included in a typical installation plus:

- The opportunity to install software features in addition to those included in the typical installation, for example Integrated Messaging or Networked Messaging. For more information, see:
 - Installing Voicemail Email: Overview
 - Installing Centralized Voicemail Pro: Overview
 - Installing Text to Speech Features: Overview
 - Installing Integrated Messaging: Overview
 - Installing Networked Messaging: Overview.
- The opportunity to choose not to install all of the components that are in a typical installation. For more information, see Removing Software Features from a Voicemail Pro Installation.
- The opportunity to select the languages to use for the wav and help files.
- The opportunity to select the TTY prompts and install them. For more information, see Installing Voicemail Pro TTY Prompts.
- The opportunity to select any languages that are not required and therefore to exclude them from the installation or remove them if they have already been installed. This can save disk space.

If you install the Web campaign component, you need to configure Windows 2003 to work with Web Campaigns. For more information, see Configuring Windows 2003 to Work with Web Campaigns.

Removing Software Features from a Voicemail Pro Installation

When you choose to install a custom version of Voicemail Pro you can select additional features to install, for example IMS. You can also select any features that you do not want to install or actually want to remove. For example, if a feature has already been installed, you can select it for removal.

To remove a software feature from a Voicemail Pro Installation:

1. Complete the steps for installing custom Voicemail Pro Server and Client. For more information, see Installing Custom Voicemail Pro Server and Client.
2. When the Select Features window is displayed, uncheck any features that you do not want to install or that you want to remove.

Important

- If you uncheck a feature that is already installed, it will be removed (uninstalled).
3. Continue the installation process as you would for installing custom Voicemail Pro Server and Client. For more information, see Installing Custom Voicemail Pro Server and Client..

Configuring Windows 2003 to Work with Web Campaigns

The following configuration changes are required for IIS version 6 running on a Windows 2003 server.

To configure Windows 2003:

1. Open the Windows **Control Panel**.
2. Select **Administrative Tools > Computer Management**.
3. Go to **Services and Applications > IIS Manager > Web Sites > Default Web Site**.
4. Under **Web Sites**, right-click **Default Web Site** and select **Properties**.
5. Select the **Home Directory** tab.
6. Under **Application Settings** section, set the **Execute Permissions** to **Scripts and Executables**.
7. Press **OK** twice.
8. Go to **Web Service Extensions** section under **Web Sites**.
9. Right-click and select **Add a new web service extension....**
10. In new web service extension, set the following values:
 - **Extension Name:** campaigns.
 - **Required files:** Click **Add**. Select the file type as CGI exe files and browse to the **campaign.exe** file location specified during installation. This is usually **c:\inetpub\wwwroot\scripts\campaign.exe** or **c:\inetpub\scripts\campaign.exe**.
 - **Set extension status to Allowed** : Enable this option
11. Press **OK**.

Starting the Voicemail Pro Service

If Voicemail Pro has been installed successfully, the Voicemail service is started automatically. From time to time it might be necessary to start the Voicemail service manually, for example if you encounter problems during the installation or need to investigate problems at a later stage.

This process consists of two stages:

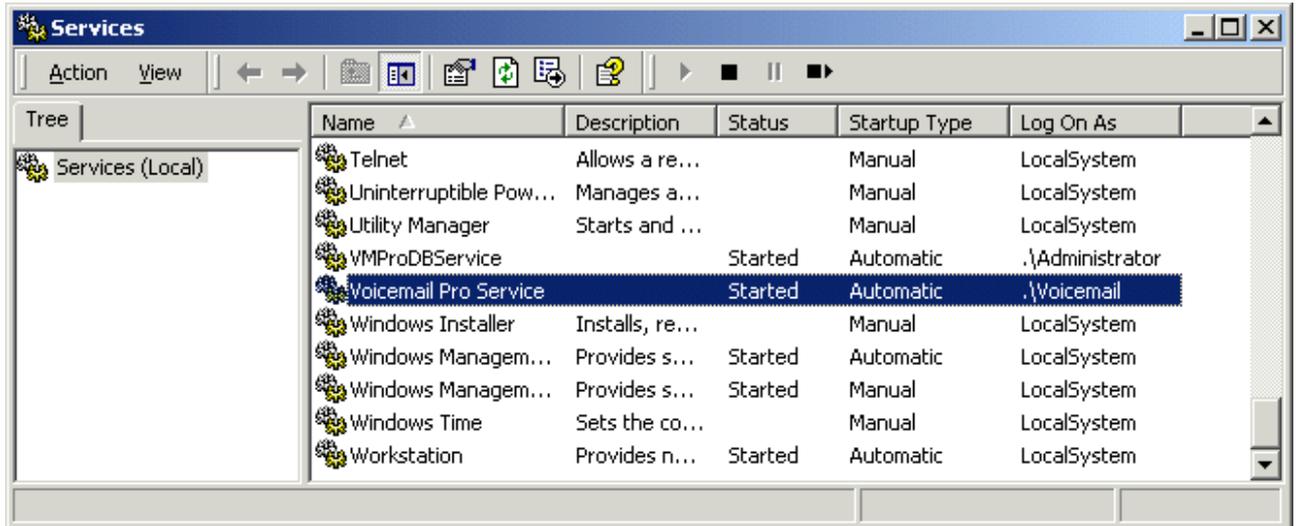
1. Ensuring that the Voicemail Pro server restarts automatically every time the server PC is restarted.
The Voicemail Pro server installs a service, using the user name and password of the account specified during installation. The service is set to automatically restart each time the PC restarts.
2. Initializing the default call flow.

Note

- The steps that follow apply to Windows NT4, 2000, XP and 2003.

To start the Voicemail Pro Service:

1. Open the Windows **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.



4. The **Voicemail Pro Server** service should be visible. Its **Status** should be **Started** and the **Startup Type** should be set to **Automatic**.
5. Close **Services**.

To Initialize the Voicemail Pro Call Flow:

1. Select **Start > Programs > IP Office > Voicemail Pro**.
The Voicemail Pro Client starts and the main window is displayed.
2. Click the  **Save and Make Live** icon.
3. Select **Yes**.
The file **root.vmp** is created and made available to the Voicemail Pro server. This is the compiled version of the editable call flow.
4. Voicemail operation can now be tested from an extension by dialing ***17**.

Installing the Voicemail Pro Client Only

Overview

You can install the Voicemail Pro Client without the Voicemail Pro Server. This is known as a partial installation.

There is only one type of installation for the Voicemail Pro Client. Therefore you are not offered the choice of custom, compact or typical during the installation process.

For information about Installing the Voicemail Pro Client only, see Installing the Voicemail Pro Client Only.

For information about installing the Voicemail Pro Client and Server together, see Installing Compact Voicemail Pro Server and Client, or Installing Typical Voicemail Pro Server and Client.

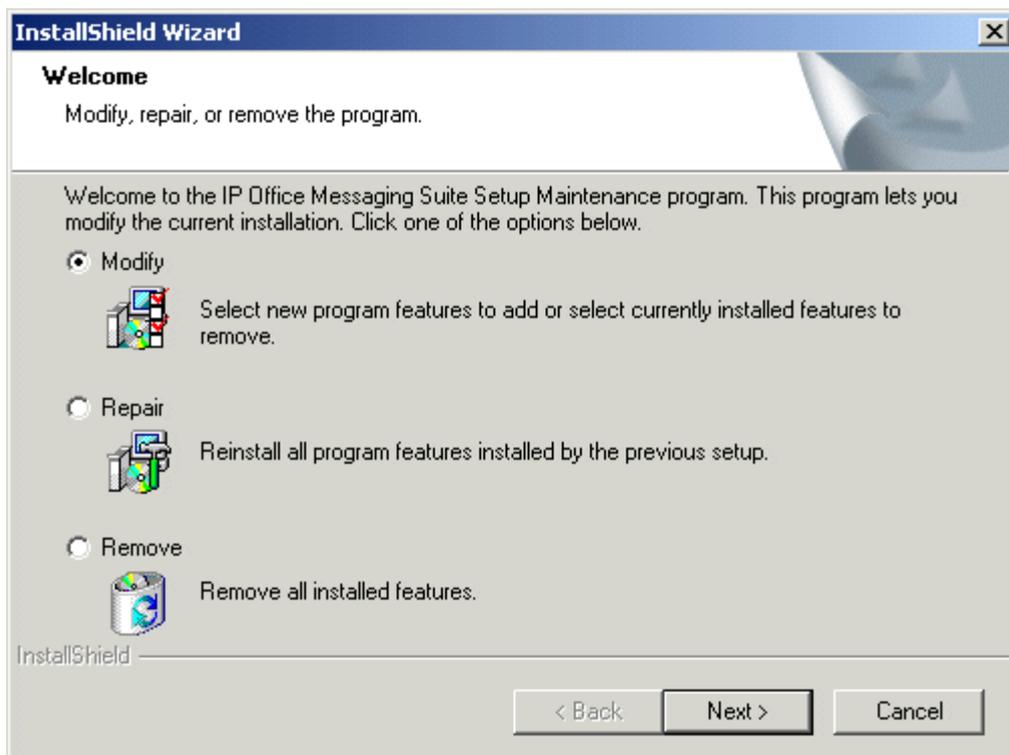
Installing the Voicemail Pro Client Only

You can install the Voicemail Pro Client on its own and use it to connect to a remote Voicemail Pro server.

To install the Voicemail Pro Client only:

1. Insert the **IP Office Voicemail Pro** CD. The installation wizard should auto-start. If it does not auto-start, browse to and run **Setup.exe** on the CD. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.
3. Click **OK**.
Installation preparation begins.
4. Voicemail Pro requires Microsoft .NET 1.1 Framework. If this version is not detected, you are prompted to install it. Click **Yes** to install Microsoft .NET 1.1 Framework.

If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see Upgrading a Voicemail Pro System.



Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

5. In the Welcome window, click **Next >**.
The Customer Information window is displayed.
6. In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
7. In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
8. In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.
9. In the Choose Destination Location window, click **Browse** and choose the folder where the Voicemail Pro software is to be installed. Otherwise click **Next >** to use the proposed folder.
The Messaging Components window is displayed so that you can choose the components that you want to install.
10. Highlight **Voicemail Pro (Partial)**.
11. Click **Next >**.
12. By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders. To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
13. Click **Next >**.
The Start Copying Files window is displayed. Before any copying starts, you are presented with a summary of the settings that you have chosen so far.
14. Review the settings to make sure that they are what you expect. Scroll down if necessary.
15. If for any reason the details are not what you expect, click **< Back** and make the necessary changes.
16. When you are satisfied that the details are correct, click **Next >** to start copying the files.
The Setup Status window is displayed to keep you informed while the installation takes place.
17. When the installation is complete you are prompted to restart your computer. Choose **Yes** to restart now.
18. Click **Finish**.
19. When the computer restarts, log back in.
You have now finished installing the Voicemail Pro Client software. You can now start the Client and log in so that you start configuring remote Voicemail Pro servers. For more information, see Starting Voicemail Pro. If required, you can then add one or more administrator users so that other administrators can work with the Voicemail Pro Client.

Installing the ACM Gateway

Overview

The ACM Gateway option of the Voicemail Pro Installation installs the Voicemail Pro Server and Client for use with a G150 branch office gateway. For installation instructions see Installing the ACM Gateway. For information about setting up such a system, including aspects of voicemail, see the separate Avaya G.150 documentation.

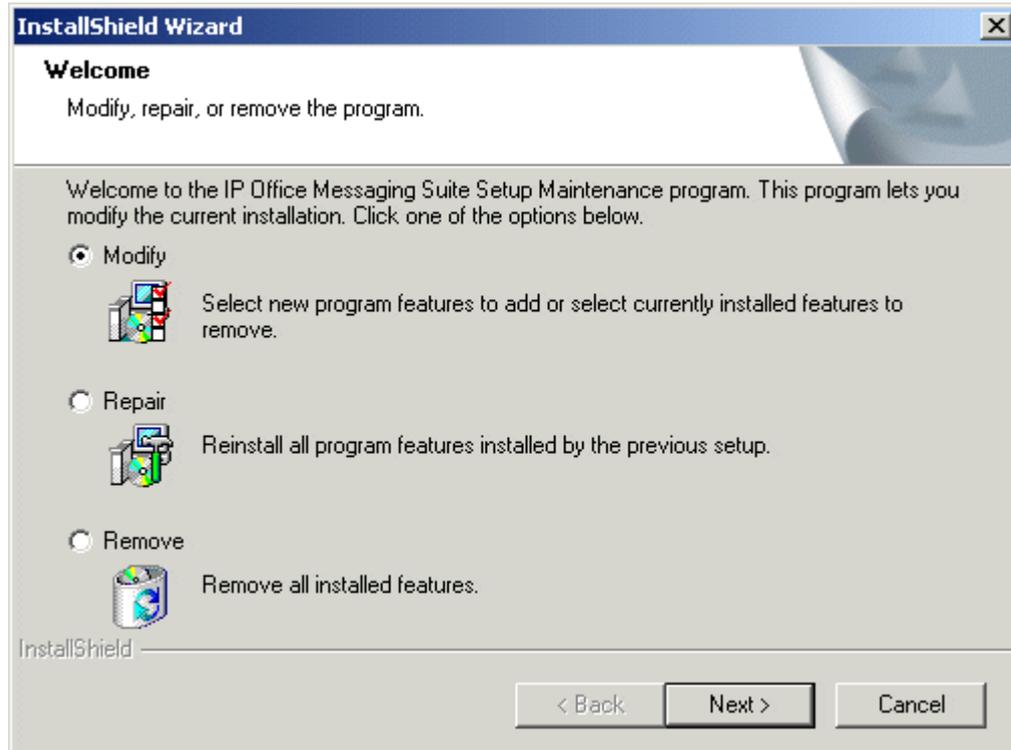
Installing Voicemail Pro as an ACM Gateway

Complete the steps in this section to install Voicemail Pro as an ACM Gateway. There is only one type of installation for the Voicemail Pro ACM Gateway. Therefore you are not offered the choice of custom, compact or typical during the installation process.

To install the ACM Gateway:

1. Insert the **IP Office Voicemail Pro** CD. The installation should auto-start. If it does not auto-start, click **Browse** to locate **Setup.exe** on the CD and then run it. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.
3. Click **OK**.
Installation preparation begins.
4. Voicemail Pro requires Microsoft .NET 1.1 Framework. If this version is not detected, you are prompted to install it. Click **Yes** to install Microsoft .NET 1.1 Framework and follow the instructions on the screen.

If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see [Upgrading a Voicemail Pro System](#).



Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

5. In the Welcome window, click **Next >**.
The Customer Information window is displayed.
6. In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
7. In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
8. In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.
9. In the Choose Destination Location window, click **Browse** and locate the folder where the Voicemail Pro files are to be installed. Otherwise click **Next >** to use the proposed folder.
The Messaging Components window is displayed so that you can choose the components that you want to install.
10. In the Messaging Components window highlight **ACM Gateway**.
11. Click **Next >**.
The Service Account Name window is displayed. Details of the default administrator account may already be filled in.
12. In the Service Account Name window, type the **User Name** and **Password** for the user account under which the Voicemail Pro service should log on and run. This should be the **Voicemail** account created previously on the domain and Exchange server. Alternatively click **Browse** and select from the list of available PC or network accounts or click **Next >** to use the proposed account details.
The Select Program Folder window is displayed.
13. By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders. To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
14. Click **Next >**.
The account details that you have entered are verified. If you entered a new user name, a message is displayed to ask if you want to create a new PC user account with the specified name and password. Click **Yes**.
The Select Program Folder window is displayed.
15. Select the program folder where you would like the icons for the Voicemail Pro components to be added. By default the program icons are added to IP Office.
16. Click **Next >**.
The Start Copying Files window is displayed. Before any copying starts, you are presented with a summary of the settings that you have chosen so far.
17. Review the settings to make sure that they are what you expect. Scroll down if necessary.
18. If for any reason the details are not what you expect, click **< Back** and make the necessary changes.
When you are satisfied that the details are correct, click **Next >** to start copying the files.
The Setup Status window is displayed to keep you informed while the installation takes place.
19. When the installation is complete you are prompted to restart the computer. Choose **Yes I want to restart my computer now**.
20. Click **Finish** to restart now.
21. When the computer restarts, log back in.
The IP Office Voicemail Pro - ACM Gateway Settings window is displayed.

22. In the Mail Server box, type the name of the mail server to use.
23. Choose Message Networking/Interchange to use Interchange or Modular Messaging to use Modular Messaging.1
24. Click **Next >**.
The IP Office Voicemail Pro SMTP Email Settings window is displayed.
25. In the **Mail Server** box, type the name of the SMTP mail server. This should be the fully qualified domain name.
26. In the **Port Number** box, type the number of the receiving port on the SMTP mail server. The default is 25.
27. In the **Mail Drop box**, type the name of the destination folder for outgoing emails on the SMTP Server. Alternatively click the Browse button and select the folder to use.
28. To enforce server authentication, check the **Server Requires Authentication box**. This is optional. If you check this option you also need to provide the Account Name and Password that need to be entered. You can also choose whether or not to set the **Use Challenge Response Authentication** option.
29. Click **Finish**.
An attempt is made to validate the email settings. If everything has been installed correctly and the license requirements are met, you are prompted to start the Voicemail service. If the attempt to connect with the SMTP server fails, an error message is displayed. You might need to start the Voicemail service manually. For more information, see Starting the Voicemail Pro Service.
30. Click **OK** to acknowledge the message.
You have now finished installing the Voicemail Pro ACM Gateway software.

Installing Voicemail Email

Overview

Voicemail Email sends mailbox users who have been configured with an email address, an e-mail whenever their mailbox contains a new message. The notification email can contain an alert about the message or an attached copy of the message.

Note

- Although they are similar in concept, Voicemail Email and Integrated Messaging Service (IMS) are two different components of Voicemail Pro and should not be confused.

Voicemail Email requires the voicemail server to be running under a user account that has access to either a MAPI enabled email client program on the server PC or access to an SMTP email server.

SMTP: Simple Mail Transfer Protocol

This protocol allows the Voicemail Pro server to send outgoing e-mails to a specified SMTP server. Microsoft Exchange and most commercial email servers support SMTP to receive e-mails. SMTP for Voicemail Pro is therefore easy to implement in any business that has its own email server. For more information, see *Installing Voicemail Pro for SMTP Voicemail Email*.

MAPI: Microsoft Windows Messaging Application Program Interface

This is a set of APIs that allow MAPI applications to share information and messages.

MAPI requires a MAPI compliant email client program to be installed on the Voicemail Pro server. It also requires the Voicemail Pro service to be run using a user account that is able to send e-mails via the MAPI client. Supported MAPI clients are:

- **Outlook 2000, 2002, 2003**

MAPI Voicemail Email can be used with Voicemail Lite and Voicemail Pro. For Voicemail Pro installed as a service (the default on Windows 2000/2003/XP Professional), e-mails can be sent without having to open and run the MAPI email client program. For Voicemail Pro installed as a server program, the email client program may have to be left open for mail transfers to take place.

The exact method of integration between the voicemail server and the MAPI email client depends on whether the voicemail server is part of a work group or a domain. This guide contains examples for both approaches.

The MAPI process described in this guide was based on Microsoft Windows 2000 Professional with Microsoft Outlook 2000 and Microsoft Outlook Express 5.5. Steps may differ depending on the version of Windows and email client used.

Installing Voicemail Pro for SMTP Voicemail Email

To install Voicemail Pro for SMTP Voicemail Email:

1. Obtain details of an email account that the Voicemail Pro service can use from whoever administrates the customer's email server. The details required are:
 - Email address
 - Server SMTP address
 - Account user name and password.
2. Install the Voicemail Pro software as required. For information about the different types of Voicemail installation, see *Types of Voicemail Pro Installation*.
3. After the server PC restart, enter the Voicemail Pro SMTP email account settings when requested.
4. Configure the appropriate user accounts with the user's email address. For more information, see *Configuring Email Users and Groups for Voicemail Email*.

Installing Voicemail Pro for MAPI Voicemail Email as a Domain Member

Important

- **Before** you start to install the Voicemail Pro software, you must:
 1. Create a Voicemail domain account. For more information, see *Creating a Voicemail Domain Account*.
 2. Configure Outlook. For more information, see *Configuring Outlook for Internet Mail*.

You are then ready to install Voicemail Pro for MAPI Voicemail Email as a Domain Member. This involves the following key stages:

1. Install the Voicemail Pro software. For more information, see *Installing the Voicemail Pro Software*.
2. Change the SMTP settings, which are installed by default, to MAPI. For more information, see *Switching Voicemail Pro to MAPI*.

Creating a Voicemail Domain Account

To create a Voicemail Domain Account:

1. Make sure that the PC that will be running the Voicemail Server is a member of the domain.

Note

- To join the domain you will need the use of a log on account with administrative permissions on the domain as well as the server PC, consult the Domain Administrator.
 - **Windows 2000**
Right-click **My Computer** and select **Properties**. Select the **Network Identification** tab.
2. On the Exchange server:
 - Create an account called **Voicemail** on the domain and an associated mailbox.
 - Provide a secure password.
 - Check the **User Cannot Change Password** and **Password Never Expires** boxes.
 3. Log on to the Voicemail Server PC using a domain administrator account.
 4. From the Control Panel, select **Administrative Tools**.
 5. Select **Computer Management | Local Users and Groups | Groups**.
 6. Double-click **Administrators** and select **Add**.
 7. From the **Look In** list select the domain name.
 8. In the **Name** window locate and highlight **Voicemail**. Click **Add** followed by **OK** and **OK** to close.

Configuring Outlook for Voicemail Email

To configure Outlook for Voicemail Pro email:

1. On the desktop, right-click the **Outlook** icon and select **Properties**.
2. On the **General** tab select **Add**.
3. Select **Microsoft Exchange Server**.
4. Click **Next >**.
5. In the **Server** field, enter the name of the Exchange Server.
6. In the **Mailbox** field, enter **Voicemail**.
7. Click **Next >**.

8. When you are asked if you travel with this computer, select **No**.
9. Click **Next >**.
10. Click **Finish**.
11. Highlight the **MS Exchange Settings** and click **Properties**.
12. Highlight **Microsoft Exchange Server** and click **Properties**.
13. Click **Check name** and ensure that the name is resolved.
14. If the name is resolved, select **Apply**.
15. Click **OK**, **OK** and **Close** to shut the mail settings.
16. Do not continue until the name has been resolved correctly with the Exchange Server. If the name is not resolved, check the account details with the Exchange Administrator.
17. Open **Outlook** and select **Yes** to register Outlook as the default email application.
18. Select **Tools > Options**.
19. Click the **Preferences** tab.
20. Click **Email Options**.
21. Uncheck **Save copies of messages in Sent Items folder**.

Note

- You might want this option selected during initial setup to aid troubleshooting. However due to the size of wav file message attachments you should uncheck it after installation testing is complete.

22. Log on to the Voicemail Pro Server PC using the Voicemail account.
23. From Outlook, send a message direct to an extension user.
24. If this message is received correctly, you can continue installing the Voicemail Pro software. For more information, see Installing the Voicemail Pro Software.

Installing the Voicemail Pro Software

To install the Voicemail Pro software:

1. Log off and log back on using the **Voicemail** account and password.
2. Install the required Voicemail Pro software. For more information, see Installing Basic (Compact) Voicemail Pro or Installing Typical Voicemail Pro with Web Campaigns.
3. When the installation process requests a User Name and Password for the Voicemail Pro service, enter the **Voicemail** account details.
4. Restart the server PC when requested and log on using the **Voicemail** account.
5. When SMTP email details are requested, enter no values and ignore the error message following the SMTP check.
6. Start the Voicemail Pro server service. For more information, see Starting the Voicemail Pro Server Service.
7. Check that the basic voicemail services start and operate correctly.
8. The next step is to switch the Voicemail Pro to MAPI operation. For more information, see Switching Voicemail Pro to MAPI.

Switching Voicemail Pro to MAPI

By default the Voicemail Pro installation process assumes that SMTP will be used and requests SMTP email account settings during installation setup. Voicemail Pro uses MAPI and so the Voicemail Pro must be switched to MAPI operation.

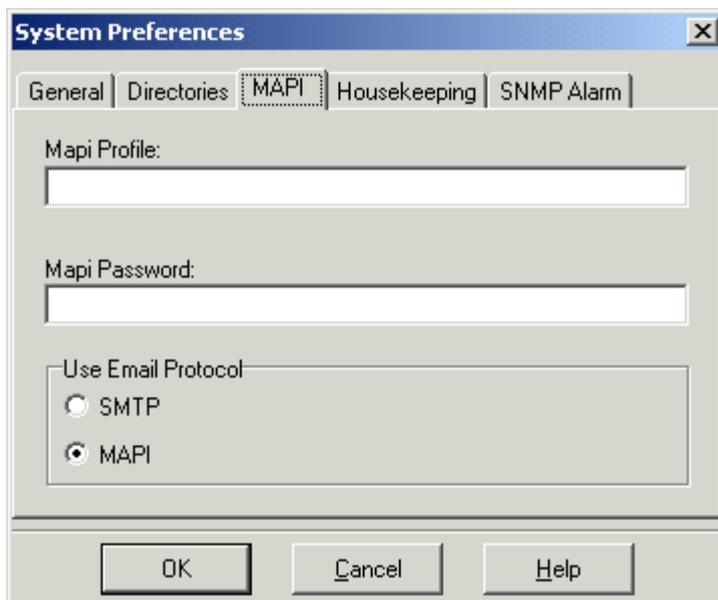
If you are installing IMS, use the IMS account previously created as part of the installation process. For more information, see *Installing IMS:Overview*.

Note

- Some options are not available if you are working offline. You must be working online to use this feature. For more information, see *Logging in to the Voicemail Pro Server and Switching Between Online and Offline Mode*.

To switch Voicemail Pro to MAPI:

1. Start the Voicemail Pro Client.
2. Click  **Preferences** and select **General**.
3. Click the **MAPI** tab.



4. The **Use Email Protocol** settings allow you to switch Voicemail Pro between **MAPI** and **SMTP**.
 - If MAPI is selected, a valid MAPI profile and password must be entered in the fields above. That MAPI profile must exist within the MAPI email client on the server PC and be useable by the account under which the Voicemail Pro service is running.
 - If SMTP is selected, the SMTP email account settings must be entered as shown below.
5. Click **OK**.
6. Click  **Save and Make Live**.

Installing Voicemail Pro for MAPI Voicemail Email as a Work Group Member

Important

- **Before** you start to install the Voicemail Pro software, you must:
 1. Create a Voicemail User Account. For more information, see [Creating a Voicemail User Account](#).
 2. Configure Outlook Express for Internet Mail. For more information, see [Configuring Outlook Express for Internet Mail](#).
 3. Configure Outlook for Internet Mail. For more information, see [Configuring Outlook for Voicemail Email](#).
 4. Configuring Outlook for Exchange Server. For more information, see [Outlook for Exchange Server](#).

The user name and password created are requested as part of the installation of the Voicemail Pro service. The process described here assumes that Outlook is installed but has not been previously used or configured.

You are then ready to install the Voicemail Pro software. For more information, see [Installing the Voicemail Pro Software](#).

By default Voicemail Pro is set to use SMTP for emails. You need to change this to MAPI. For more information see, [Switching Voicemail Pro to MAPI](#).

You also need to set the SMTP E-mail Account settings on the Voicemail Pro so that they match those of the customer's e-mail server. For more information, see [Changing SMTP Email Account Settings](#).

Creating a Voicemail User Account

To create a Voicemail User Account:

1. Log on to the server PC as the local administrator and create a new user. For this example the name of the user account created used is ***Voicemail***.
2. Set a secure password
3. Clear **User must change password at next logon** and check **Password never expires**.
4. Click **Create** and then **Close**.
5. Right-click the **New Account**, and select **Properties**.
6. Select the **Member Of** tab.
7. Click **Add**.
8. In the **Select Groups** window, highlight **Administrators** and click **Add**. Click **OK**.
9. Continue with one of the following as appropriate to the installed MAPI client and method for sending email .

Configuring Outlook Express for Internet Mail

To configure Outlook Express for Internet Mail:

1. Click the **Outlook Express** icon to start the Configuration wizard
2. In the **Display name box** enter *Voicemail*.
3. Click **Next >**.
4. Select **I already have an e-mail address that I'd like to use** and enter the address in **E-mail address**, eg. **voicemail@your_domain_name**. Click **Next >**.
5. Enter the name or address of the **Incoming mail server** and the **Outgoing mail server**. Note: If you enter the name, you must ensure that the Voicemail PC has the correct IP address of the DNS Server configured.
6. Click **Next >**.
7. Enter the email account name and password, ie. *Voicemail*. select **Remember password**.
8. Click **Next >**.
9. Click **Finish** to complete the wizard
10. Open Outlook Express and select **Tools > Options**.
11. Click the **General** tab:
 - Uncheck **Send and Receive messages at Start up**.
 - Uncheck **Check for new messages every**.
12. Select the **Send** tab.
 - Uncheck **Save copy of sent messages in the 'Sent Items' folder**.
 - **Check Send messages immediately**.
 - Under **Mail Sending Format** select *Plain Text*.
13. Click **OK**.
14. Log on to the server PC using the account that will be used for the Voicemail Pro server.
15. From Outlook or Outlook Express, send a message direct to an extension user.
16. If this message is received correctly, continue with installing the Voicemail Pro software.

Configuring Outlook for Internet Mail

Important

- For the installation of Outlook to work correctly, the following setup process must be followed. Outlook can be configured in two ways. Using the Wizard, prior to completing the steps below will cause Outlook not to send the messages correctly.

To configure Outlook for Internet Mail:

1. Right-click the Outlook icon on the desktop and select **Properties**.
2. Select **Add**.
3. Select **Internet E-mail** and click **OK**.
4. For the Mail Account enter *Voicemail*.
5. For User Information enter Voicemail as the Name and for the **E-mail address** enter your address, for example. **voicemail@your_domain_name**.
6. Select the **Servers** tab. Enter the name or IP address of the **Outgoing mail server** and **Incoming mail server**.

7. The **Incoming Mail Server** details can be left blank as Outlook does not need to check for mail. Otherwise enter the account name and password, ie. **Voicemail**. select **Remember password**.
8. Select the **Connection** tab. Select **Connect using my local area network (LAN)**. Click **Next >**.
9. Click **OK**.
10. Click **Next >**.
11. Accept the default path for file creation.
12. Select **Next >**, then **Finish** and then **Close**.
13. Open **Outlook**.
14. On the **Email Service Option Screen**, select **Internet Only**.
15. Click **Next >**.
16. Select **Yes** to register Outlook as the default email application.
17. Select **Tools > Options**.
18. Click the **Preferences** tab.
19. Click **Email Options**.
20. Uncheck **Save copies of messages in Sent Items folder**.

Note

- You might want this option selected during initial setup and troubleshooting. Due to the size of wav file message attachments it is advisable to uncheck it after installation is complete.

21. Log on to the server PC using the account that will be used for the Voicemail Pro server.
22. From Outlook or Outlook Express, send a message direct to an extension user.
23. If this message is received correctly, continue with installing the Voicemail Pro software.

Configuring Outlook for Exchange Server

This option may be configured if Outlook is to be configured to connect to the Exchange Server, using a valid user name and password, while the Voicemail PC remains a member of a work group.

To configure Outlook for Exchange Server:

1. Create a new mailbox on the Exchange Server, eg. **Voicemail**, and assign it the same password as has been configured on the Voicemail PC.
2. Clear **User must Change password at Next Logon** and select **Password Never Expires**.
3. On the Voicemail PC, logon with the **Voicemail** account.
4. Right-click the Outlook icon on the desktop and select **Properties**.
5. Select **Add**.
6. Highlight **Microsoft Exchange Server** and click OK.
7. Type in the Microsoft Exchange Server name and enter **Voicemail** in the **Mailbox** field.
8. Highlight the **MS Exchange Settings**, Click **Properties**.
9. Highlight **Microsoft Exchange Server**. Click **Properties**.
10. Click **Check name** and ensure the name is resolved.
11. If the name is resolved, select **Apply**. Click **OK**, **OK** and **Close** to shut the Mail settings.
12. Do not continue until the name has been resolved correctly with the Exchange Server. If the name is not resolved, check the account details with the Exchange Administrator.

13. Open **Outlook** and select **Yes** to register Outlook as the default email application.
14. Select **Tools | Options**.
15. Choose the **Preferences** tab. Click **Email Options**.
16. Uncheck **Save copies of messages in Sent Items folder**. (Note: You may want this option selected during initial setup and troubleshooting. Due to the size of wav file message attachments deselect it once installation is complete.)
17. Log on to the server PC using the account that will be used for the Voicemail Pro server.
18. From Outlook or Outlook Express, send a message direct to an extension user.
19. If this message is received correctly, continue with installing the Voicemail Pro software.

Installing the Voicemail Pro Software

To install the Voicemail Pro software:

1. Log off and log back on using the **Voicemail** account and password.
2. Install the required Voicemail Pro software. For more information, see *Installing Basic (Compact) Voicemail Pro* or *Installing Typical Voicemail Pro with Web Campaigns*.
3. When the installation process requests a User Name and Password for the Voicemail Pro service, enter the **Voicemail** account details.
4. Restart the server PC when requested and log on using the **Voicemail** account.
5. When SMTP email details are requested, enter no values and ignore the error message following the SMTP check.
6. Start the Voicemail Pro server service. For more information, see *Starting the Voicemail Pro Server Service*.
7. Check that the basic voicemail services start and operate correctly.
8. The next step is to switch the Voicemail Pro to MAPI operation. For more information, see *Switching Voicemail Pro to MAPI*.

Switching Voicemail Pro to MAPI

By default the Voicemail Pro installation process assumes that SMTP will be used and requests SMTP email account settings during installation setup. Voicemail Pro uses MAPI and so the Voicemail Pro must be switched to MAPI operation.

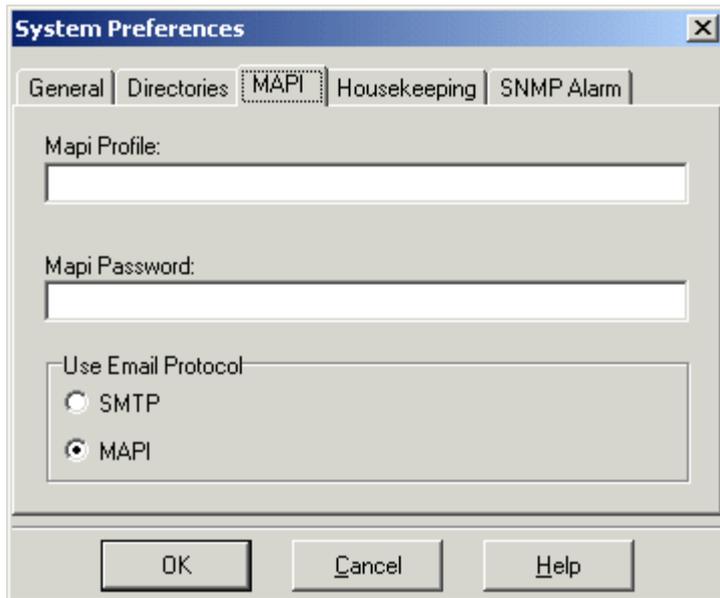
If you are installing IMS, use the IMS account previously created as part of the installation process. For more information, see *Installing IMS:Overview*.

Note

- Some options are not available if you are working offline. You must be working online to use this feature. For more information, see *Logging in to the Voicemail Pro Server and Switching Between Online and Offline Mode*.

To switch Voicemail Pro to MAPI:

1. Start the Voicemail Pro Client.
2. Click  **Preferences** and select **General**.
3. Click the **MAPI** tab.

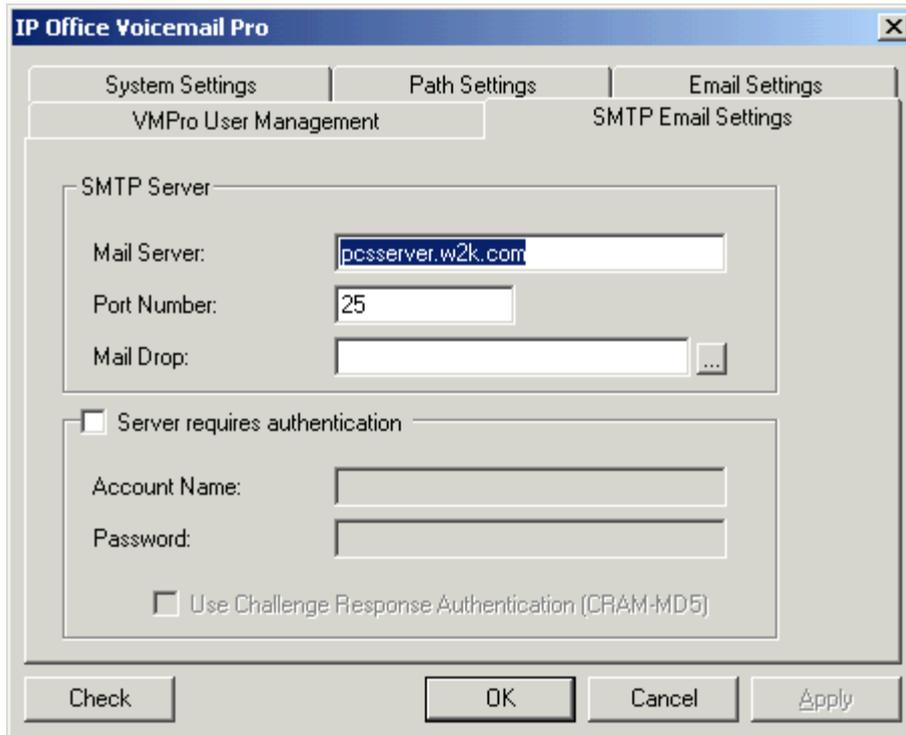


4. The **Use Email Protocol** settings allow you to switch Voicemail Pro between **MAPI** and **SMTP**.
 - If MAPI is selected, a valid MAPI profile and password must be entered in the fields above. That MAPI profile must exist within the MAPI email client on the server PC and be useable by the account under which the Voicemail Pro service is running.
 - If SMTP is selected, the SMTP email account settings must be entered as shown below.
5. Click **OK**.
6. Click  **Save and Make Live**.

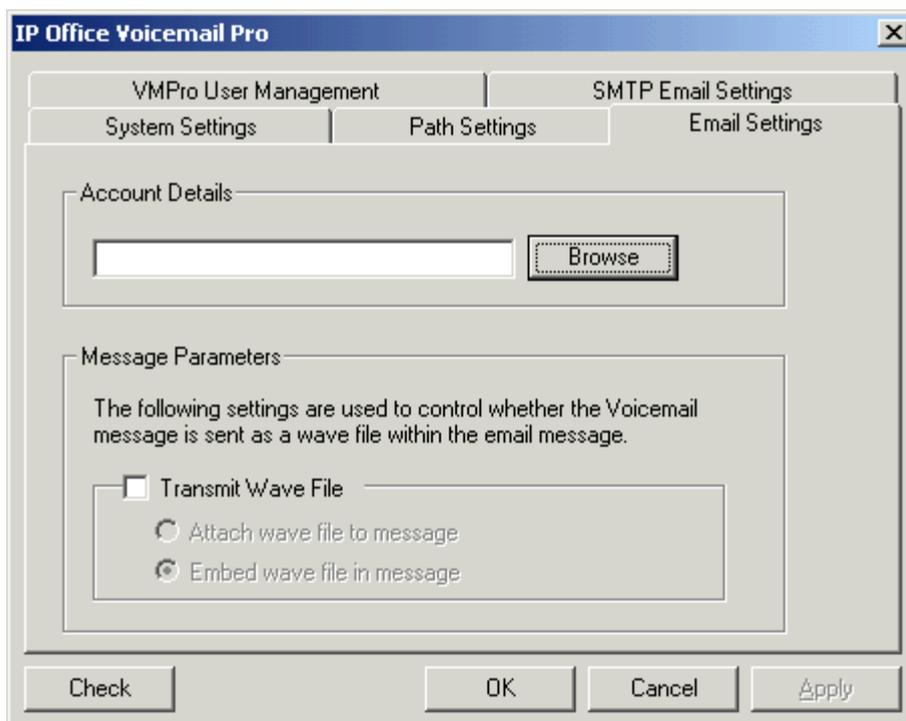
Changing SMTP Email Account Settings

To change SMTP Email Account Settings:

1. Open the Windows **Control Panel**.
2. Select  **IP Office Voicemail Pro**.
3. Select the **SMTP Email Settings** tab.



4. Enter the settings to match the customer's email server and the email account configured on that server for the Voicemail Pro service.
5. Click the **Email Settings** tab.



6. Enter the email address for the account setup on the customer's email server for the Voicemail Pro service.
7. Click **Check** to test the connection to the specified email account.
8. Click **OK**.

Configuring E-mail Users and Groups for Voicemail Email

Voicemail Email can be used with user mailboxes and hunt group mailboxes.

User or group email addresses can be specified only through IP Office Manager. The remaining settings, for example email alert, can be set using any of the following methods:

- Through IP Office Manager.
For more information, see the IP Office Manager help or user guide.
- By logging in to the mailbox (for IP Office mode mailboxes).
Voicemail Lite or Voicemail Pro users who have an IP Office mode mailbox can switch Voicemail Email on/off and select the mode of Voicemail Email operation. The exact method for doing this depends on the type of phone being used. Mailbox owners can find more information in the IP Office Mailbox User Guide.
- Through a Voicemail Pro call flow that uses a Play Configuration Menu action.
For Voicemail Pro systems, the  **Play Configuration Menu** action can be used to allow a caller set a user or group's Voicemail Email alert mode. Note however that this action is not aware whether the user or group has an email address set for the service. For more information, see Play Configuration Menu Action.

Other Phone Types and External Call Access

If no email address has been set for the user or group, the voicemail server responds with the message *"Email is not enabled for this mailbox"*.

After they log in to their mailbox, mailbox owners have the following options:

- ***01** - Sets the Voicemail Email mode to Forward.
- ***02** - Sets the Voicemail Email mode to Alert.
- ***03** - Sets the Voicemail Email mode to Off.

Mailbox owners can find out more in the user guide for their type of mailbox.

IP Office IP Office Manager Settings

The Voicemail Email settings are found on the Voicemail tab of the user or hunt group form in IP Office Manager.

The screenshot shows the 'Voicemail' tab of a user configuration form. The 'Voicemail Code' field is empty. The 'Confirm Voicemail Code' field is empty. The 'Voicemail Email' field contains 'barry.shear@acme.com'. On the right side, there are four checkboxes: 'Voicemail On' (checked), 'Voicemail Help' (unchecked), 'Voicemail Ringback' (unchecked), and 'Voicemail Email Reading' (unchecked). Below these is a 'Voicemail Email' section with four radio buttons: 'Off' (selected), 'Copy', 'Forward', and 'Alert'. At the bottom, there are three text input fields for 'Reception / Breakout (DTMF 0)', 'Breakout (DTMF 1)', and 'Breakout (DTMF 2)', all of which are empty.

The screenshot shows the 'Voicemail' tab of a Hunt Group configuration form. The 'Voicemail Code' field contains '****'. The 'Confirm Voicemail Code' field contains '****'. The 'Voicemail Email' field contains 'sales@acme.com'. On the right side, there are three checkboxes: 'Voicemail On' (checked), 'Voicemail Help' (unchecked), and 'Broadcast' (unchecked). Below these is a 'Voicemail Email' section with four radio buttons: 'Off', 'Copy' (selected), 'Forward', and 'Alert'.

Voicemail Email

The user's or group's email address.

Voicemail Email

- **Off**
Switches off the use of Voicemail Email. Note that other services using the email address such as Email TTS can still operate.
- **Copy**
Send a copy of each new message as a wav file attachment to the email. The original message remains in the mailbox.
- **Forward**
Send a copy of each new message as a wav file attachment to the email and delete the original message from the mailbox. Note: This settings overrides all other actions such as message waiting indication and voicemail ringback.

- **Alert**
Send an email alert for each new voicemail message but do not attach a copy of the message.
 - Note: Forward and Copy should be used with care. Each 1 minute message will result in a 1MB wav file. This may impact on the performance of the network and email connection.
- **Voicemail Email Reading**
This is part of TTS operation but uses the same email address as set for Voicemail Email.

How Voicemail Email Messages Look

Messages sent by a user or group's voicemail email settings contain the following:

To

The user/group email address.

From

The name and address setting of the email client account.

Subject

Voicemail Message ('calling number' > 'user name') From: 'calling number'

Body

If the user or group's Voicemail Email mode is set to Copy or Forward, the message body will contain "IP Office Voicemail redirected message"

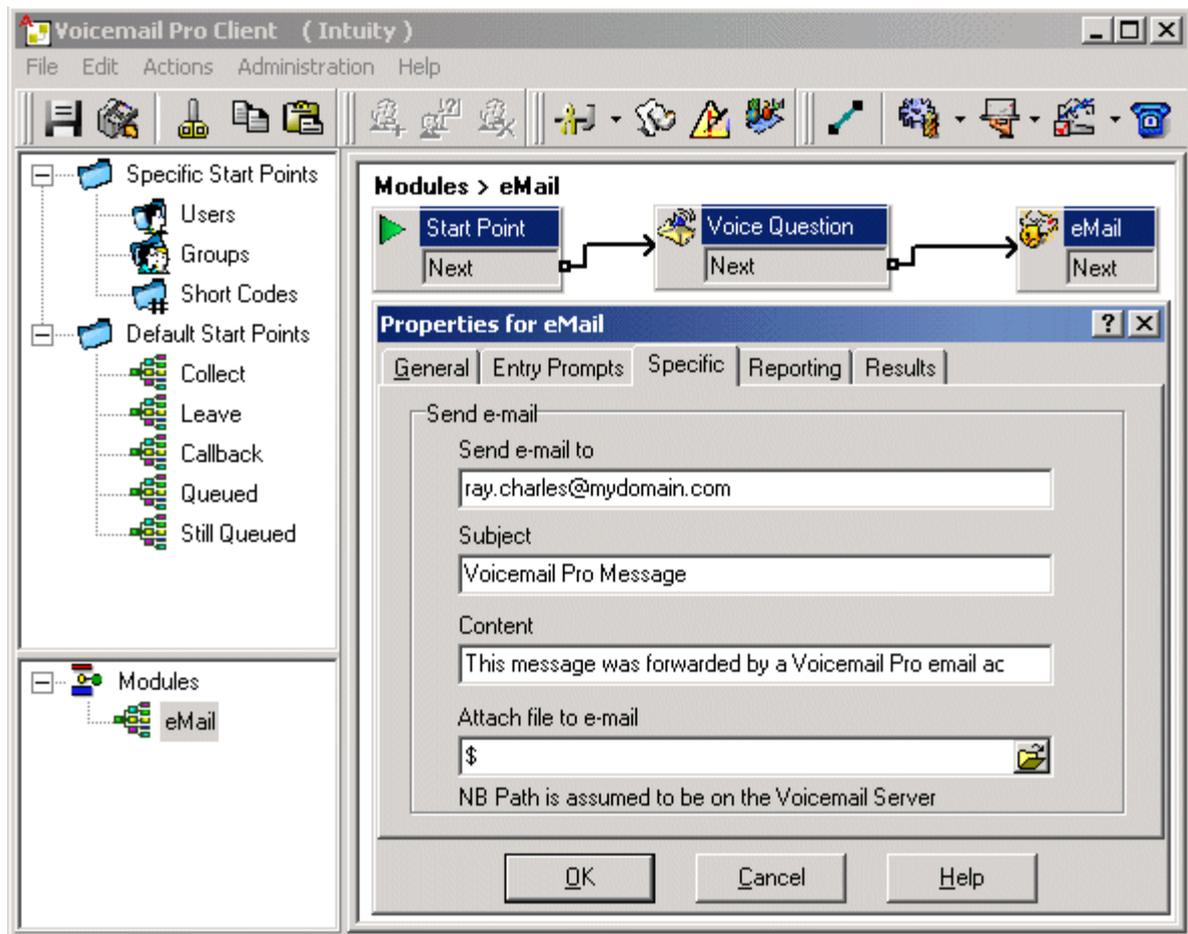
Attachment

When using Copy or Forward mode, the message is attached as a wav file.

The text parts of the message are set through registry settings and so can be changed only at your (the system administrator) own risk. Messages sent via a Voicemail Pro eMail action are configurable, see The Voicemail Pro Email Action.

The Voicemail Pro Email Action

The  **eMail** action in Voicemail Pro can be used to send messages via email in response to caller actions in the voicemail call flow. The action can also attach a wav file.



In the example above, the **eMail** action follows a **Voice Question** action. The **\$** in the eMail action's **Attach file to e-mail** field instructs it to use the file recorded by the preceding **Voice Question** action.

The same method can be used with a **Leave Mail** action. Note however that the **Leave Mail** action must be set to a valid target mailbox which will then have a copy of the message.

Alternatively the **eMail** action can attach a prerecorded wav file by specifying the file name. That named file can be created by an **Edit Play List** action.

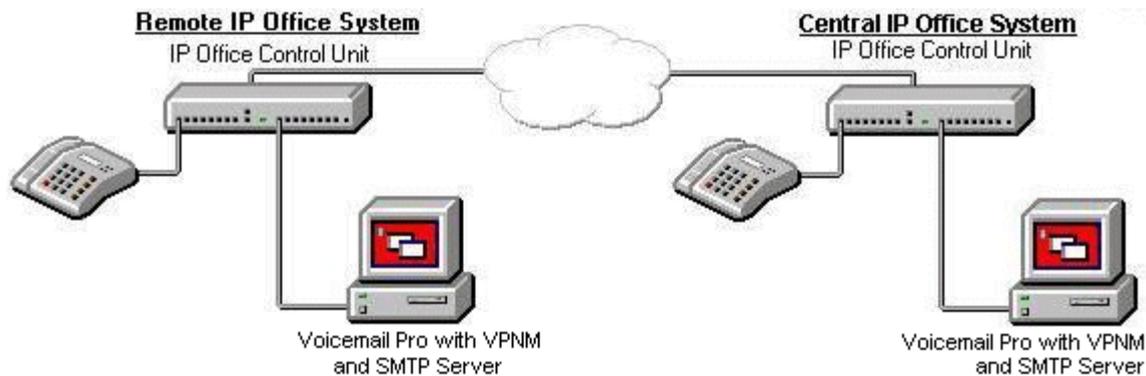
Installing Networked Messaging (VPNM)

Overview

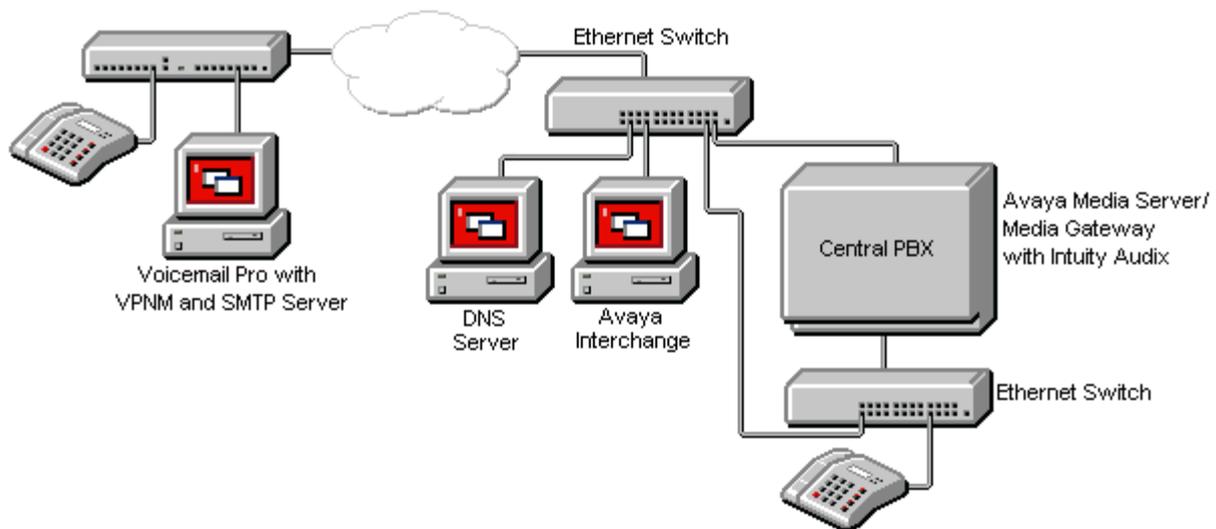
Voicemail Pro Networked Messaging (VPNM) allows users to forward voicemail to mailboxes on remote voicemail systems. This is done by adding a VPNM component to the Voicemail Pro installation.

The messages are transferred between systems using an SMTP/MIME mail format to encode both the voice part of the message and additional message details.

Here is a diagram to illustrate VPNM between two IP Office systems.



Here is a diagram of a sample VPNM configuration between an IP Office and Avaya Interchange. Depending on how your IP Network is set up, the configuration will differ slightly.



Up to 2000 mailboxes are supported per VPNM server and there is no constraint on the number of VPNM servers. However, to distinguish between dial plans you might need to allocate a dial pre-fix to each server. A maximum of 99 pre-fixes is available.

This section summarizes the steps required for installing VPNM between two IP Office systems and between an IP Office system and an Intuity Audix system through Avaya Interchange.

The instructions provided here should be read in conjunction with the other Avaya guides, for example "Avaya Interchange Release 5.4, Adding a VPIM System to Your Network". This is because the setup for Interchange VPIM is the same as for VPNM.

Requirements for VPNM

Check that the following requirements have been before attempting to install VPNM:

- A Voicemail Pro server with VPNM installed connected to each IP Office system. Each system will need a license for both Voicemail Pro and VPNM.
- All systems in the VPNM network need to be tested to ensure that they can communicate across the IP network. It is suggested that you test the following:
 - Ping the IP Addresses
 - Ping the computer names. If in a domain, ping the fully qualified domain name.
- The VMPro Servers must have an SMTP server installed. This can be done using the SMTP component of Internet Information Service (IIS).
 - To test type "Telnet <the name of the SMTP server> 25".
- Server names, where entered, must be fully qualified domain names.
- Voicemail Pro should not be installed on the same server as Exchange and/or the domain controller.

Installing Voicemail Pro Software with VPNM Support

This section describes how to install the Voicemail Pro software with its VPNM component onto the Voicemail Pro server PC.

Before you begin:

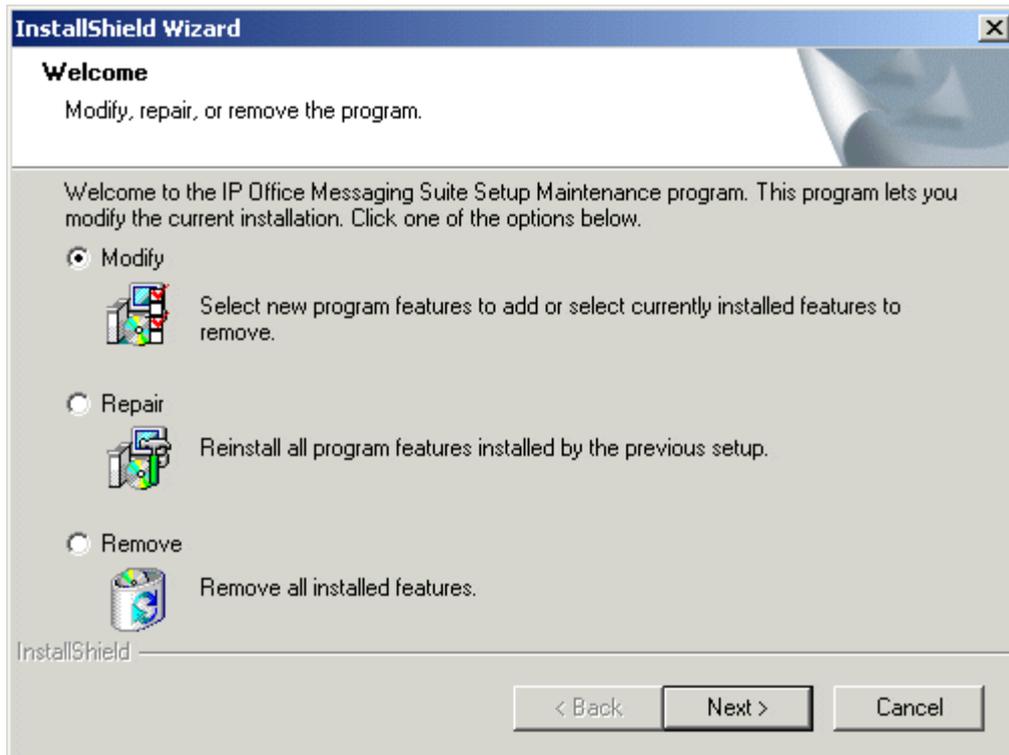
1. Using IP Office Manager, check that the correct licenses for Voicemail Pro and IMS are installed and show a status of **Valid**. The licenses required are:
 - **Voicemail Pro (4 ports)** plus **Additional Voicemail Pro (X ports)** licenses up to the total number of port required or supported by the IP Office control unit.
 - **Networked Messaging** - Enables operation of VPNM with Voicemail Pro.

To install Voicemail Pro Software with VPNM support:

1. Insert the **IP Office Voicemail Pro** CD. The installation should auto-start. If it does not auto-start, click **Browse** to locate **Setup.exe** on the CD and then run it. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.
3. Click **OK**.
Installation preparation begins.

- If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see *Upgrading a Voicemail Pro System*.

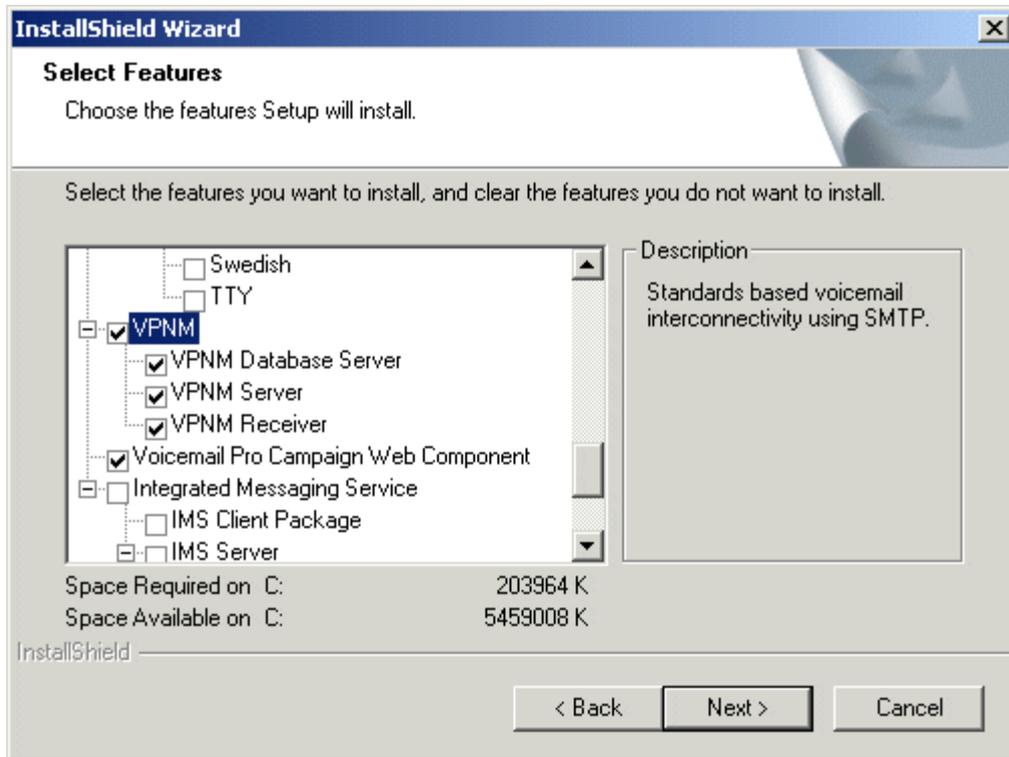
If you have already installed basic Voicemail Pro onto the PC, and now want to install IMS, the instructions are the same. The difference is that when prompted to **Modify**, **Repair**, or **Remove**, you must select **Modify** and check the Integrated Messaging check box later in the installation process.



Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

- In the Welcome window, click **Next >**.
The Customer Information window is displayed.
- In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
- In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
- In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.
- In the Choose Destination Location window, click **Browse** and choose the folder where the Voicemail Pro files are to be installed. Otherwise click **Next >** to use the proposed folder.
The Messaging Components window is displayed so that you can choose the components that you want to install.
- Unless there are specific reasons for changing the location, the default setting is recommended.
- In the Messaging Components window highlight **Voicemail Pro (Full)**.
- Click **Next >**.
The Setup Type window is displayed.
- In the Setup Type window select **Custom**.
- Click **Next >**.
The Select Features window is displayed so that you can select which additional Voicemail Pro features to install.

15. Scroll down and check VPNM.



16. Ensure that the following are selected:

- The Voicemail Pro Campaign Web Component is **not** required for VPNM but is installed as part of a typical Voicemail Pro Server installation. If a web server has already been installed but the Voicemail Pro Campaign Web Component is not required, uncheck it to remove it. If Voicemail Pro Campaign Web Component is required for other use, make sure that it is checked so that it is not removed.
- **Voicemail Pro** and **Voicemail Pro Server Service** should be already selected.
- Ensure that **Voicemail Pro Client** and **Voicemail Pro Service** are also checked.
- Check the boxes for any additional required languages. It is recommended that either **English** or **English US** is always selected in addition to any languages that are required by the customer.

Important

- Do not uncheck any other boxes as this will remove the corresponding software features.
- Scroll down and check **VPNM**.

17. Click **Next >**.

If you have chosen not to install the Web Campaign Component, the Service Account Name window is displayed the Select the Web Server root directory window is displayed so that you can specify the folder where the web campaign web pages are to be stored.

18. The default folder is **C:\inetpub\wwwroot**. To use the default folder, click **Next >**. To specify a different folder, type the path to the preferred folder location. Alternatively, click **Browse** and locate the folder to use.19. Click **Next >**.

The Destination of the Web Script Directory window is displayed so that you can specify the folder where the web campaign components are to be stored.

20. The default folder is **C:\inetpub\scripts**. To use the default folder, click **Next >**. To specify a different folder, type the path to the preferred folder location. Alternatively, click **Browse** and locate the folder to use.

21. When the Service Account Name window is displayed. Details of the default administrator account might already be filled in.
22. In the Service Account Name window, type the **User Name** and **Password** for the user account under which the Voicemail Pro service should log on and run. This should be the **IMS** account created previously on the domain and Exchange server. Alternatively click **Browse** and select from the list of available PC or network accounts.
23. Click **Next >**.
The Select Program Folder window is displayed.
24. By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders. To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
25. Click **Next >**.
The Start Copying Files window is displayed. Before any copying starts, you are presented with a summary of the settings that you have chosen so far.
26. Review the settings to make sure that they are what you expect. In particular, check that the required languages are listed. Scroll down if necessary.

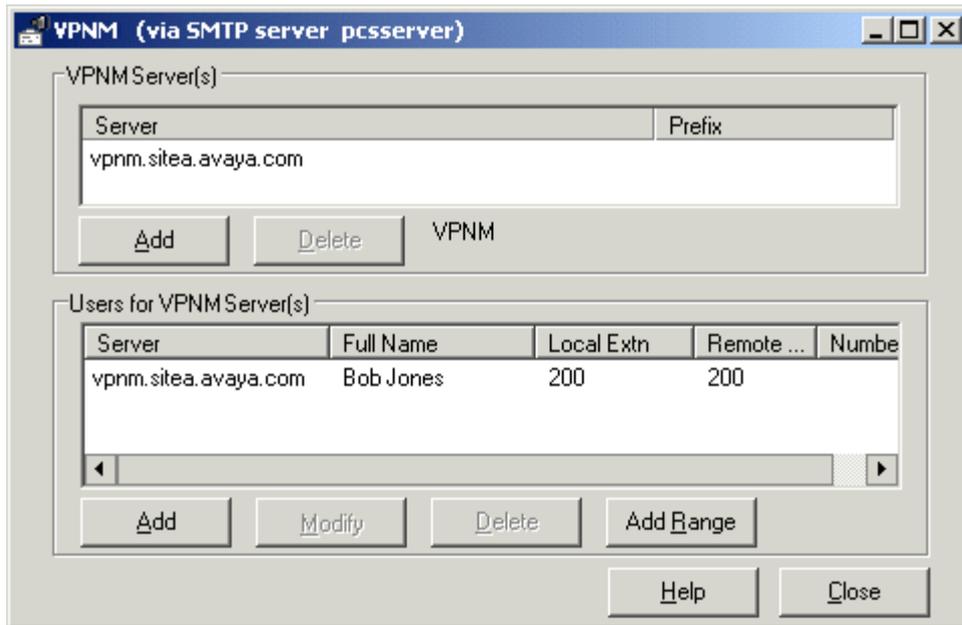
If for any reason the details are not what you expect, click **< Back** and make the necessary changes.
When you are satisfied that the details are correct, click **Next >** to start copying the files.
The Setup Status window is displayed to keep you informed while the installation takes place.
27. When the installation is complete you are prompted to restart your computer. Choose **Yes I want to restart my computer now**.
28. Click **Finish** to restart now.
29. When the server PC has restarted, the IP Office Voicemail Pro - Email Settings window is displayed so that you can specify the name of the email account to use for outgoing SMTP e-mails from the Voicemail Pro server.
30. In the Account Details box, type the name of the e-mail account to use. Alternatively click **Browse** and select an account to use.
31. Click **Next >**.
IP Office Voicemail Pro - SMTP Email Settings window is displayed so that you can specify details of the SMTP server to which the Voicemail Pro server should send messages. A proposed server name might already be filled in.
32. In the **Mail Server** box, leave the proposed name unchanged or type the name of the server to use. This should be the fully qualified domain name.
33. In the **Port Number** box, type the number of the receiving port on the SMTP mail server. The default is 25.
34. To enforce server authentication, check the **Server Requires Authentication box**. This is optional. If you check it you also need to provide the Account Name and Password that need to be entered. You can also choose whether or not to set the **Use Challenge Response Authentication** option.
35. Click **Finish**.
An attempt is made to validate the e-mail settings. An error message is displayed when the attempt to connect with an SMTP server fails.
36. Click **OK** to acknowledge the message.
You have now finished installing the Voicemail Pro Server and VPNM software. The next step is to configure the VPNM accounts. For more information, see Configuring VPNM Accounts on Voicemail Pro.

Configuring VPNM Accounts with Voicemail Pro

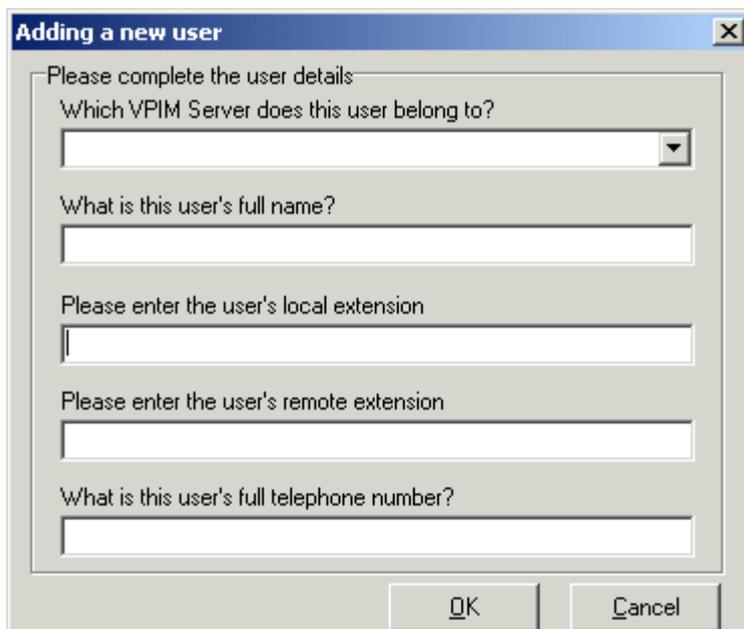
To configure VPNM accounts with Voicemail Pro you need to add details of remote users to the VPNM network.

To configure VPNM Accounts with Voicemail Pro

1. Start the **Voicemail Pro Client**.
2. Click  **Preferences** and select **VPNM**. As long as a VPNM licence is detected, the VPNM window is displayed.



3. In the VPNM Servers area select **Add**.
4. Enter the fully qualified domain name of the remote VPNM destination (the remote Voicemail Pro server PC or Avaya Interchange).
5. Enter the **Access Prefix**, if these are being used.
6. Click **OK**.
7. In the Users for VPNM Server(s) area, click **Add**.
The Adding a new user window is displayed.



8. Enters details for the user, starting with details of the VPNM system that hosts their mailbox.
 - The user's full name is used by the local Voicemail Pro's dial by name features.
 - The local extension number is used as the local mailbox number and so should not conflict with any existing local number.
 - The remote extension number should be the user's real extension number. Typically this and the 'local extension number' are kept the same using a unique extension number dial plan for the linked systems.
 - The full telephone number should be a dialable number that is routed to the user's extension or mailbox.

Note

- The **Add Range** option can be used to add a group of users on the same server based on the first local extension number and number of users. The full name and telephone number for those users will then need to be added by modifying each entry.

After you have installed the Voicemail and VPNM software and configured the VPNM accounts it is advisable to test the VPNM setup. For more information, see [Testing a VPNM Setup](#).

Testing a VPNM Setup

It is advisable to test the VPNM setup.

To test the VPNM setup:

1. Dial into Voicemail from one of the systems and record a message.
2. When selecting the target extension, enter an extension from the other system as specified in the VPNM Preferences screen.
3. The message should be delivered to the other systems Voicemail Pro server into C:\\Inetpub\\mailroot\\Drop.
4. The **VPNMreceiver Service** checks the Drop directory approximately every 30 seconds. When it finds a message in the Drop directory, it will send the message to the relevant extension's voicemail box on the remote system.

IP Office to Avaya Interchange

Configuring the Avaya Intuity Audix

This section is based upon the S8100/G600 Intuity Audix. It is assumed that the IP address of the S8100 processor is known. A browser should be available and the Avaya Terminal Emulator or the equivalent to do the necessary configuration.

To configure the Avaya Intuity Audix:

1. Issue a **telnet** command to the S8100/G600, log in and enter "audix" to reach the audix command prompt.
2. Enter **list configuration** and verify that the TCP/IP value is set to at least 1. If not, these ports must be activated through the license process before proceeding.
3. From a PC browser, access the S8100 processor IP address and login.
 - At the S8100 main page select **Administer System | Audix Networking | Administrative Menu | Network Channel Administration**.
 - Enable each channel in the Channel Configuration Column.
 - Select **Save** when finished.

4. Return to the Audix command prompt screen. Inspect the system for the list of mailboxes that will be eligible to receive messages.
 - Type **change machine**. Note the range of local extensions. **List subscribers** will provide a more specific list. It is best to distinguish mailboxes that are eligible to receive messages i.e. call answer mailboxes.
 - On page 2 of the change machine form, ensure that all the update settings are set to **y**.
 - Make sure that Network Turnaround is set to **y**. Select **Enter**.
5. To administer the password for message exchange:
 - From the S8100 home page select **Administer System | Audix Networking | Administrative Menu | Local Machine Administration**.
 - Enter the password to be used for transfer of messages between this system and the Avaya interchange. Select **Change**.
6. To enter the information for connecting to the Interchange:
 - From the S8100 home page select **Administer System | Audix Networking | Administrative Menu | Remote Machine Administration | Digital Machine Administration**.
 - Select **Add New Machine**.
 - Enter the Avaya interchange name, IP address and networking password.
 - Define the schedule for exchanging messages.
 - Select **Add** to complete.
7. To administer the parameters associated with the Interchange:
 - Type **change machine <machine name>** from the AUDIX command prompt.
Note If all extensions that are not on the Intuity Audix are configured to be on the Interchange and "Send to non-Administered Recipients" is set to yes, errant messages may be sent. This will waste bandwidth and processing time.
 - The extension Length setting is the dial plan length that has been configured in the Avaya Interchange.
 - Set all the parameters of page 2 to **y**. (Send to non-administered recipients, Updates In, Updates Out and Network Turnaround.)
 - Select **F3** to Add the remote machine.

Configuring the Avaya Interchange Interface

For more information about the options that are mentioned in this section, refer to the Interchange documentation which is available from www.support.avaya.com.

To configure the Interchange Intuity interface:

1. Log in to the Intuity interchange.
 - To verify that the system is optioned for TCP/IP digital ports select **Customer/Service Administration** from the Interchange Main Menu.
 - The VPNM ports will also be required for interfacing to the Voicemail Pro.
2. Ensure that the TCP/IP networking is set up so that the machine can communicate to and from the Intuity Audix.
 - From the Main Menu select **Networking Administration > TCP/IP Administration**.
 - Make a note of the IP Address, Subnet Mask and default Gateway IP Address. The information will be required later in the setup.

3. Make sure that an entry exists with the data that corresponds to the information entered for connecting to the Interchange.
 - From the Main Menu select **Networking Administration > Local Machine Administration**.
4. To verify that there are equipped TCP/IP ports for the networking to Intuity Audix and to Voicemail Pro:
 - From the Main Menu select **Networking Administration > Networking Channel Administration**. The status should be **Idle**.
5. Information corresponding to the Intuity Audix information entered in Step 4 when configuring the Audix needs to be entered under Digital Networking Machine Administration.
 - From the Main Menu select **Networking Administration > Remote Machine Administration | Audix Digital networking Machine Administration**.
 - Enter the transmission schedule for sending messages to the Audix System. Select **Chg-Keys** and then the **Add** key to enter the form.
6. Administer The Intuity Audix parameters in the Interchange.
 - Select **Interchange Administration > Remote Machine Administration > Remote Machine Parameters**.
 - Select **Choices** then the system to be updated
 - Ensure that the address range corresponds to the mailboxes on the Intuity Audix system that are eligible to receive messages. Set the parameters as shown.
 - Avaya Interchange? = n
 - Mailbox ID Length = 5
 - Default Language = us-eng
 - Failed Msg. Notification Priority = n
 - Msg ID? = y
 - Send Message for Warning? = n
 - Default NameNet type = u
 - Select the **Details** key to enter the following details:
 - Subscriber Updates Type = dynamic
 - Updates In? = y
 - Updates Out? = y
 - Voiced Names for Dynamic? = y
 - Network Turnaround? = y
 - Provide Local Mapped Addresses = n
 - Dynamic Sub Expiration Days = 90
 - Select **Save, Continue** and then **Save** again.
7. If both systems are set for 5 digit dialing this step can be omitted. If both systems are not then Dial Plan Mapping needs to be used to map the mailbox identification from the Interchange Dial Plan to the Intuity Audix Dial Plan.
 - Select **Interchange Administration > Remote Machine > Administration > Dial Plan Mapping**. Update the form as required.

Configure the Interchange VPIM Interface to Voicemail Pro

These steps follow the instructions in *Avaya Interchange Release 5.4 Adding a VPIM System to Your Network* which should be referenced for greater detail on Interchange configuration steps and options.

1. Check that Interchange has available VPNM ports
 - From the Interchange Main Menu, select **Customer/Service Administration > Feature Options**. Check that there are sufficient current entries for the Maximum Number of Digital Nodes and VPNM ports.
2. Set the Interchange General Parameters.
 - From the Interchange Main Menu, select **System Parameters > General Parameters**. Ensure that the VPNM Port Field is set to 25.
3. Identify the Avaya Voicemail Pro to the interchange system.
 - From the Interchange Main Menu, select **Networking Administration > Remote Machine Administration > VPIM Machine Administration**.
 - Select the name of the machine by telnet to the SMTP port of the Voicemail Pro to see how it identifies itself.
4. Set the IP Office parameters.
 - From the Interchange Main Menu, select **Interchange Administration > Remote Machine Administration > Remote Machine Parameters**.
 - Select **Choices**. Select the Voicemail Pro name as the Remote Machine Name then enter the values as shown.
 - Machine Type = VPIM
 - Avaya Interchange? = n
 - Mailbox ID Length = 5
 - Failed Msg. Notification Priority = n
 - Msg ID? = y
 - Send Message for Warning? = n
 - Select the **Details** key to enter the following details:
 - Subscriber Updates Type = dynamic
 - Voiced Names for Dynamic? = y
 - Use DNS? = n
 - Domain Name = *Enter the domain name*.
5. If the Voicemail Pro Dial Plan length is shorter than the Interchange Dial Plan, select **Interchange Administration > Remote Machine Administration > Dial Plan Mapping**. Follow the instructions in *Avaya Interchange Release 5.4 Adding a VPIM System to Your Network* to map from the shorter length to the longer length dial plan.
6. Add the subscribers for Voicemail Pro. The following is one of several ways that this can be done.
 - Select **Interchange Administration > Remote Machine Administration > Dial Plan Mapping**.
 - Select the Voicemail Pro as the Remote Machine and then select **Options**.
 - Select **Add Subscribers from range**. Only mailboxes that are eligible to receive messages should be included.
 - Subscriber entries can be checked from **interchange Administration > Subscriber Administration > Subscriber Lists > By Remote Machine Name**. From **Choices** select the Voicemail Pro PC name to see the list of known subscribers.

Directory View in Interchange for Intuity Audix and Voicemail Pro

Setting the directory view specifies which other messaging machines can provide subscriber updates to a particular messaging machine. Each machine listed is associated with a range of mailboxes from which updates can be accepted and whether a voiced name can be accepted.

1. Select **Interchange Administration > Remote Machine Administration > Directory Views**.
2. At the Machine Name prompt, select the Voicemail Pro.
3. Select the **Options** key and then **Add** all entries.
4. Select **Save**.
5. Repeat these steps for the Avaya Intuity Audix.

Avaya Interchange Enterprise List Administration

This section describes how to configure a list of endpoints in the Interchange. Interchange-based lists are an efficient way to send messages to stable lists of mailboxes. Only one copy of the message is sent from the originating system to the interchange, which takes care of distributing that message to the destination machines and mailboxes.

1. From the Interchange Main Menu, select **Interchange Administration > Enterprise List Administration > System Parameters**. Set or check the address range of the interchange Dial Plan that can be used for lists.
2. From the Interchange Main Menu, select **Interchange Administration > Enterprise List Administration > List Definition**.
 - Choose a unique list id from the list range and assign an owner.
 - In the 'Network Address' grid, enter the list of destination addresses from the Interchange Dial Plan.
 - The 'Remote Address' grid should contain the systems where those destinations reside.
 - The range of mailboxes that have permissions to send through the list is set in the 'permissions' grid.

Configuring a DNS Server

A Domain Name Service Server is not required for the messaging systems, but may be a highly desirable way to centralize the mapping of names to IP addresses. This section briefly describes the setup of DNS server used in this type of configuration.

To configure a DNS Server:

1. From the Start menu of the PC running Microsoft Exchange Server, select **Programs | Administrative Tools | DNS**. If DNS is not available, DNS needs to be installed from the Operating System CD.
2. Check that there is an entry within the domain for each messaging hosts involved.
3. Configure each PC to use the DNS server to resolve names. This is done in the Internet protocol (TCP/IP Properties form of each LAN interface).

Verification and Troubleshooting

The configuration can be tested by creating a message and forwarding it to the far end of the system. Check that the message is received at the correct destination.

If the test fails, one of the following procedures may isolate the problem.

Ping Test

Make sure that you can ping all end points. If DNS is used, ping using the machine name.

SMTP Service Test and Name Determination

Test that the SMTP service of a messaging system is working by using telnet command as follows.

1. From a DOS or UNIX prompt type **telnet ip-address 25**
2. At the response type **Helo**
3. At the response type **Quit**.
4. If the response is not as shown below, then the SMTP service is not running on the machine and incoming VPNM messages will not be processed. Check that the required PC services are running.

```
telnet 172.16.254.197 25
220 avaya-8ccy2i4d3 Microsoft ESMTPL MAIL Service, Version 5.0.2195.6713
ready a
t, Wed, 22 Oct 2003 08:45:03 -0400
Helo
250 avaya-8ccy2i4d3 Hello [172.16.254.197]
Quit
221 2.0.0 avaya-8ccy2i4d3 Service closing transmission channel
Connection t
```

Check That the Required PC Services are Running

From the Control Panel, select **Administrative Tools | Services**. Check that the following services are **Started** with a Startup type of **Automatic**

- SMTP.
 - Voicemail Pro Service.
 - VPNM Database Service.
 - VPNM Server.
 - VPNM Receiver.
-

Check the Voicemail Pro SMTP Settings

From the PC Control Panel, select the Avaya Voicemail Pro icon.

1. Select the SMTP name.
2. Ensure that the Mail Server name is exactly the name of the Voicemail Pro server PC.
3. Select 'Check' to make sure that a successful connection to the SMTP service can be made.

Interchange Basic Tests

From the Interchange Main Menu, select **Customer/Services Administration | Diagnostics**. Perform the following basic checks.

- TCP/IP Diagnostics.
Send and receive Test Packets - ping the IP address.
View Packet Statistics - look for any interface issues e.g. collisions
- Display Message Queue - monitors the contents of the outgoing message queue. If messages cannot be sent e.g. due to administrative errors, then this queue is likely to contain the unsent messages.
- Remote Connection Test - test the basic connection to a remote Audix system.

Audix Browser Status Test

- From the Browser interface to the S8100, select **System Administration | AUDIX Networking | Maintenance Menu | Network Snapshot**. See the status of connectivity to the Interchange.

S8100 Ping Test

- From the Avaya Terminal Emulator interface to the S8100, select **cmd** at the Enter Command prompt.
- At the DOS prompt, enter **ipconfig** to verify the IP address and gateway.
- **Ping** to test the connection.

Check the Status Through the Intuity Audix Command Line Interface

- To update the Audix with reachable subscribers through the interchange, from the audix command line prompt type **get remote-updates machine** and **Enter** where the machine is the name of the interchange system.
- Repeat the command periodically (and cancel out) until the 'Status of Last Update' entry is **completed**.
- From the command line prompt type **display administrator's-log** where message delivery failures and reasons can be found.

Message Exchange Test

In general the following capabilities are supported and can be verified.

- Sending Messages to lists or individuals, preserving any combination of Priority and Privacy.
- Replying to the sender
- Forwarding.

Couldn't Send Message! Warning

The following warning is normally associated with not having specified a fully qualified domain name for the local SMTP server address.

```
" <CVPIM::bSendMessage>Couldn't send message!Response:550 5.7.1 Unable to relay for 210@avaya2k.test.avaya.com "
```

Installing Centralized Voicemail

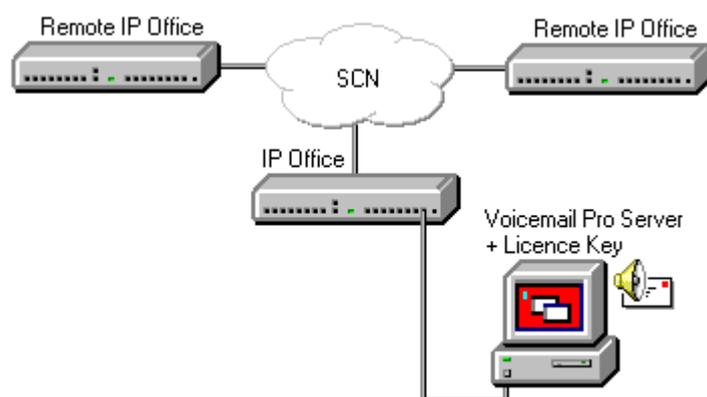
Overview

A single Voicemail Pro server on a central IP Office system can be used to provide voicemail services for other remote IP Office systems. This is called Centralized Voicemail Pro.

Centralized Voicemail Pro requires the IP Office systems to be linked by an IP Office Small Community Network (SCN). To avoid the likelihood of two Voicemail Pro servers answering for the same user, only one centralized Voicemail Pro server can be installed on a single Small Community Network (SCN). For more information about restrictions that need to be considered before installing Centralized Voicemail, see Restrictions.

Note

- For information about small community networking and setting up VoIP lines, see the IP Office Manager User Guide.



Notes

- By default each IP Office is set to use a broadcast IP address to locate a voicemail server. It can therefore appear that centralized voicemail is operating before the remote system is set to the **Voicemail Type** of *Line*.
- Leaving the systems in this arrangement rather than setting the remote system's **Voicemail Type** to *Line* can cause problems and is not supported.

Planning Requirements

The following factors must be remembered during planning of the centralized Voicemail Pro system:

- The Voicemail Server PC is attached to the central system.
- A Feature key and Voicemail Pro license key are required for the central system hosting the Voicemail Pro.
- Small Community Networking (SCN) is required between the central system and remote systems. This document assumes that this has already been set up and tested.
- On networked IP Office systems it is possible for centralized voicemail to appear operational without Small Community Networking. However this operation tends to be unpredictable and so we support centralized Voicemail Pro only when using Small Community Networking.
- VCM modules or VoIP channels are required in the remote and central systems.
- The extension and group **numbering** on all systems must be unique.
- The extension and group **names** on all systems must be unique.
- We also recommend that all names and numbers (groups, line, services, etc) on the separate IP Office systems are kept as unique as possible. This will reduce potential maintenance confusion.

Restrictions

- Only one Voicemail Pro server can be installed on a single Small Community Network (SCN).
- Centralized Voicemail Pro is the only type of voicemail service that can run on a Small Community Network (SCN).
- The number of simultaneous voicemail users is restricted by the Voicemail Pro license on the central system, up to the maximum number of data channels for voicemail supported by the central system's control unit.
- For extensions on the remote system, access is also restricted by the number of available VoIP and VCM channels on that system.
- Voicemail Lite and Embedded Voicemail cannot be used with Centralized Voicemail Pro.
- **Supported Remote IP Office Voicemail Features:**
Not all Voicemail Pro features are available on the remote IP Office systems, for example hunt group queuing messages are not supported. Currently, the only features supported for remote sites are:
 - Automated Attendant.
 - Voice Messaging (leaving and collecting messages).
 - Call Recording.
 - Dial by Name Directory.

Licensing

The most commonly seen problem in Centralized Voicemail Pro is misunderstanding the licensing requirements.

- The voicemail licenses are entered on the central IP Office and validated against its Feature Key.
- The remote IP Office systems do not need any voicemail licenses.
- By default each IP Office uses a broadcast address to locate a Feature Key Server PC and validate its licenses.
- Once a Feature Key Server has validated licenses with one IP Office it will not do validation for another IP Office unless rebooted.

Given the above, we strongly recommend that in any multiple IP Office network, the **License Server IP Address (System form | System tab)** on each IP Office is set to the specific address of its Feature Key server or blank if using a serial port Feature Key. If a remote IP Office does not have a Feature Key Server (because it is not using any licenses) enter 0.0.0.0.

It is important to note also that the Voicemail Pro server will operate for 2 hours without license validation. This can cause Voicemail Pro and centralized Voicemail Pro to appear operational following installation and to then stop.

Installing Centralized Voicemail Pro

Before you start to install a centralized Voicemail Pro system, make sure that you have considered the planning requirements, restrictions and licensing arrangements. For more information, see Planning Requirements, Restrictions, and Licensing.

To install Voicemail Pro at the central system:

1. Install the central and remote IP Office systems.
2. Install and test IP Office Small Community Networking. Refer to the Job Aid "Small Community Networking". Job Aids are available from the IP Office knowledge base at www.avaya.com/ipoffice/knowledgebase.
3. Start IP Office Manager and receive the configuration of the central system.
4. Set the **License Server IP Address** to the address of the PC acting as the central system's Feature Key Server PC. For more information, see the IP Office Manager help.
5. Install Voicemail Pro on the Voicemail Server PC that is attached to the central system. The installation process is the same as for normal non-centralized voicemail operation. For more information see Installing the Voicemail Pro Software.
6. Test and confirm the voicemail installation by dialing *17 at an extension on the central system.
7. Configure the Remote System Voicemail Settings in IP Office Manager.
8. Configure the Remote System Voicemail Settings in IP Office Manager. For information, see Configuring the Remote System Voicemail Settings.

Configuring the Remote System Voicemail Settings

After you have installed the centralized Voicemail Pro, you are ready to configure the remote system settings.

To configure the remote system Voicemail settings:

1. Start IP Office Manager and receive the configuration of the remote system.
2. Set the **License Server IP Address** to the address of the PC acting as the remote system's Feature Key Server PC.

Warning

- This cannot be the same PC as the central system's Feature Key Server PC.

Note

- If the remote system does not use any licenses, enter 0.0.0.0.
3. Double-click the **System** icon.
 4. Select the **Voicemail** tab and set the following:
 - Set the **Voicemail Type** to *Line*.
 - Set the **Voicemail Destination** to the **Outgoing Group ID** set on the VPN line to the central system.
 5. Load the configuration and reboot the remote IP Office.
 6. Dial *17 at an extension on the remote IP Office. The call should ring the Voicemail Pro server and then access the extensions mailbox.

Installing the Text to Speech Feature

Overview

The Voicemail Pro server is able to use the Text to Speech (TTS) feature to:

- Speak text in call flows using the  **Speak Text** action. The text can include variables passed from other actions including database actions.
- Support E-mail Text to Speech. This requires MAPI based Voicemail E-mail to have been set up and tested.

Voicemail Pro TTS requires the server PC to have a Microsoft SAPI 5 compatible TTS engine installed and a valid license entry. Two IP Office licenses exist to enable Voicemail Pro support for TTS operation. These are:

- **VM Pro Generic TTS**
This license enables the Voicemail Pro server to use either Microsoft's own SAPI5 TTS engines or third-party SAPI 5 compatible TTS engines. The Microsoft TTS engines (Microsoft Sam, Mike, Mary and Simplified Chinese) are installed by default as part of the Microsoft Windows installation. One license is required for each simultaneous instance of TTS usage.
- **VM Pro ScanSoft TTS**
This license enables the Voicemail Pro server to use Avaya supplied TTS engines. These engines currently provide better voice quality than the Microsoft TTS engines and support a wider range of languages. They are supplied on a set of 5 CDs separate from the Voicemail Pro software CD. One license is required for each simultaneous instance of TTS usage.

Tip

- For a customer demonstration, Sales staff can use the Microsoft Speech SDK 5.1 which includes a TTS playback application that enables you to play and compare different TTS engines without requiring Voicemail Pro. For example you can compare the Avaya-Scansoft TTS engine with the Microsoft TTS engine. If you install the application on a sales laptop PC that has the Scansoft TTS installed on it, you can then choose a TTS engine and produce a WAV file for the specified TTS engine. The Microsoft Speech SDK is available from <http://www.microsoft.com/speech/download/sdk51/>.

The following languages are supported by the Avaya TTS engines:

- Chinese
 - Dutch
 - English (UK)
 - English (US)
 - French
 - German
 - Italian
 - Japanese
 - Korean
 - Norwegian
 - Brazilian Portuguese
 - Russian
 - Spanish
 - Latin Spanish.
- **Multiple Language TTS Support**
More than one language can be installed. A **Select System Prompt Language** action can then be used to switch TTS to a different language from the selected default.
 - **Email Reading**
When installed in parallel with Voicemail Email, Voicemail Pro TTS can be used to provide email reading to selected mailbox users. For more information, see Voicemail Email:Overview and Setting Up Text To Speech to Read E-mail.

Installing Generic Text to Speech

To install Text to Speech:

1. Install and test Voicemail Pro as normal.
2. Using IP Office Manager, add the **VM Pro TTS (Generic)** license into the IP Office configuration. Send the new configuration to the IP Office system.
3. Reload the IP Office configuration into IP Office Manager and check that the status of the license has changed to **Valid**.
4. The Voicemail Pro installation includes the default Microsoft TTS engines (Microsoft Sam, Mike, Mary and Simplified Chinese) as standard. If another third-party SAPI 5 compatible TTS engine is going to be used, install that software.
5. Open the **Control Panel** and click  **Speech**.
6. Select the **Text to Speech** tab.
The installed TTS engines should be listed.
7. Adjust and test the setting to obtain the speech required.

Installing Avaya Text to Speech

The Avaya TTS engine for Voicemail Pro is supplied on a set of CDs. Each CD contains a different set of languages. However in each case CD 1 is required to start the TTS engine installation process.

To install Avaya Text to Speech:

1. Install and test Voicemail Pro as normal.
2. Using IP Office Manager, add the **VM Pro TTS (ScanSoft)** license into the IP Office configuration. Send the new configuration to the IP Office system.
3. Reload the IP Office configuration into IP Office Manager and check that the status of the license has changed to **Valid**.
4. Insert the first Avaya TTS CD. The installation should auto-start.
5. Follow the prompts and install the required languages. Depending on the languages that you select, instructions to insert the other CDs in the set may follow.
6. Open the Windows **Control Panel** and click  **Speech**.
7. Click the **Text to Speech** tab.
The installed TTS engines should be listed.
8. Adjust and test the setting to obtain the required speech.

Configuring TTS Speech

To configure TTS Speech:

1. Start the Windows **Control Panel**.
2. Select  **Speech**.
3. Select the **Text to Speech** tab.
4. The **Voice Selection** box shows which TTS engine is currently being used by Windows. This is the same TTS engine that will be used by the Voicemail Pro server.

Using the Speak Text Action

One method of employing TTS is through adding a  **Speak Text** action to a call flow. The text to be spoken is entered in the action's **Specific** tab. This text can include combinations of:

- Typed text sentences.
- Voicemail Pro System Variables. For example:
 - Entering **\$KEY** would be replaced when spoken by the last digits dialed within the call flow by the caller.
 - If using database interaction, entering **\$DBD[x]** would be replaced by the current value of that database field.
 - Entering **\$CLI** would speak the caller's CLI, if available, back to them.
- SAPI 5 XML tags can be added to alter how the text is spoken. For example:
 - When 123 needs to be spoken as one two three rather than "one hundred and twenty-three", enter `<spell>123</spell>`.

TTS SAPI Controls

Windows TTS engines use Microsoft's SAPI (Speech Application Program Interface). This includes the use of XML tags in the text to change how the text is spoken. For example in the text ***This is the*** `<volume level="90">text</volume>` ***to speak*** the items within `< >` brackets are XML tags used to change how the speech is spoken.

The following are samples of the SAPI XML controls supported by Voicemail Pro TTS. Further information on SAPI 5 can be obtained from Microsoft support websites.

- **Volume** - Change the speech volume.
- **Rate** - Change the speech rate.
- **Pitch** - Change the speech pitch.
- **Emph** - Add emphasis to words.
- **Spell** - Spell out words and numbers literally.
- **Silence** - Add a period of silence.
- **Partofsp** - Change the usage of words.

Entering XML Tags

XML tags can be used in two ways, either *nested* or *empty*.

- **Nest Tags: Example = `<volume level="90">text</volume>`**
Nested tags consist of
 - An opening XML tag, in the example above `<volume level="90">`
 - The text to which the opening tag command should be applied.
 - A closing XML tag. The closing tag use the same command as the opening tag, prefixed with / and no other settings. In the example above this is `</volume>`.
- **Empty Tags: Example = `<volume level="90"/>`All following text**
 An empty tag is not nested, its command and settings apply to all the following text. Empty tags are recognizable by the / before the tags closing >.

Example SAPI XML Tags

Volume

Controls the volume of the speech. This tag can be nested or empty.

- **Attributes:**
 - **level=**
Supports values between 0 and 100, being percentages of the system's set volume.
- **Examples:**
 - `<volume level="50"/>Speak allow following text at level 50.`
 - `<volume level="50">Speak this text at level 50</volume> and this as normal.`

Rate

Controls the speed at which the text is spoken. This tag can be empty or nested.

- **Attributes:**
Only one attribute may be applied within a tag.
 - **absspeed=**
Sets the absolute speed for the speech in a range between -10 and 10 with 0 being normal speech.
 - **speed=**
Sets a speed change that is added to the current speed.
- **Examples:**
 - `<rate absspeed="5">Speak this text at rate 5</rate> and this text as normal.`
 - `<rate absspeed="5"/>Speak all following text at rate 5.`
 - `<rate speed="-5"/>Drop the current speech speed by 5.`

Pitch

Controls the pitch at which the text is spoken. This tag can be empty or nested.

- **Attributes:**
Only one attribute may be applied within a tag.
 - **absmiddle=**
Sets the absolute pitch for the speech in a range between -10 and 10 with 0 being normal speech.
 - **middle=**
Sets a pitch change that is added to the current speed.
- **Examples:**
 - `<rate absmiddle="5">Speak this text at pitch 5</rate> and this text as normal.`
 - `<rate absmiddle="5"/>Speak all following text at pitch 5.`
 - `<rate middle="-5"/>Drop the current speech pitch by 5.`

Emph

Applies emphasis to a word or section of text. This tag must be nested.

- **Attributes:**
This tag has no attributes.
- **Example:**
 - Say `<emph>boo</emph>`.

Spell

Spell forces the engine to speak any nested text literally rather than applying any speech rules. This is useful for numbers where rather than saying 3001 as three thousand and one for 3001, the speech required is three zero zero one. This tag must be nested.

- **Attributes:**
This tag has no attributes.
- **Example:**
 - The telephone number is <spell>555 3468</spell>.

Silence

Inserts a period of silence. This tag must be empty.

- **Attributes:**
 - **msec=** Sets the duration in milliseconds.
- **Example:**
 - A short silence <silence msec="500"/> of half a second.

Partofsp

Forces the pronunciation of a word according to its usage if not correctly determined by the TTS speech engine or to override the engine. This tag must be nested.

- **Attributes:**
 - **part=** Takes a value from **noun**, **verb**, **modifier**, **function** or **interjection**.
- **Example:**
 - To <partofsp part="verb">record</partofsp> that <partofsp part="noun">record</partofsp> press 1.

Setting Up Text To Speech to Read E-mail

Important

- It is not possible to parse email without a license for TTS. Therefore it is not possible to forward emails without a valid TTS license.

In conjunction with MAPI e-mail clients and Exchange server, TTS can be used to read new e-mails in a user's email inbox when they access their voicemail mailbox.

This feature is supported only for Intuity mode. Users hear their new voicemail messages and then the number of "Messages with text". Before each e-mail is spoken, details of who it is from, when the message was sent and the size are given. This allows large or non-urgent e-mails to be skipped.

- E-mail reading cannot be used for e-mails in HTML format. If HTML messages are received, all of the code will be read out as a message.
1. Install and test Voicemail Pro for MAPI-based Voicemail Email operation with an Exchange Server. See Voicemail Email:Overview.
 2. To perform email reading, the **Voicemail** account created on the Exchange server for Voicemail Email must be able to access the individual users email mailboxes. This can be achieved by either:
 - On the Exchange Server, ensure that Voicemail user account is granted rights to access all user email boxes, or;
 - Within each user's Outlook:
 1. Select **Tools > Options**.
 2. Select **Delegates**.
 3. **Add** the Voicemail account as a delegate.

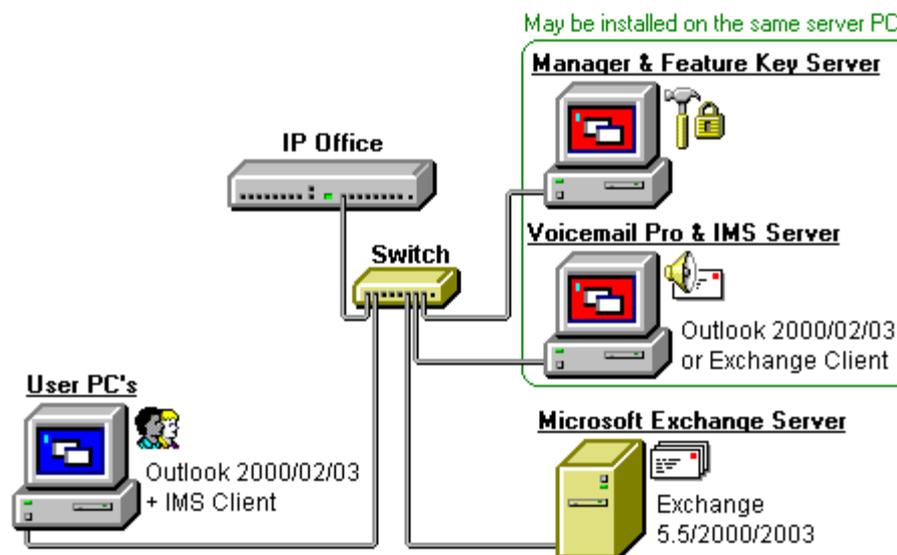
3. If you have not already done so, install and test TTS operation using a  **Speak Text** action.
4. Using IP Office Manager, load the IP Office configuration and open the settings for each user.

5. In **Voicemail Email** enter the user's email address. The same address is used for both Voicemail Email and Email Reading services.
6. Select **Voicemail Email Reading**.
 - For systems upgraded from 2.0, where a + sign was used in front of the users email address to indicate Email TTS usage, the + sign is automatically removed and the Voicemail Email Reading box is selected.
7. Voicemail Email alerting is a separate option.
8. Click **OK** and merge the new configuration back to the IP Office system.
9. Send the user a test email. Then log into the user's voicemail mailbox and check whether following the voice messages a new "message with text" is announced.

Installing the Integrated Messaging Service

Overview

Integrated Messaging Service (IMS) allows users to deal with voicemails through their normal email interface (Microsoft Outlook or Exchange). Voicemails can still be handled conventionally using the telephone.



Voicemails are presented with a special icon in the user's email inbox. When a voicemail is opened, a special form appears which enables the user to play back the message on their telephone. The voicemail itself remains on the voicemail server.

When a voicemail is read, forwarded or deleted, either from the email or by using the phone, its status is reflected in both the mailbox and the email inbox.

Playing Messages Through the PC

Normally IMS plays the voicemail messages through the PC user's telephone. IMS can be set up to send the voicemail messages as wav files which are played using the PC's sound capabilities. However this creates a heavy load on the network and servers and so is not recommended. Typically, one minute of speech requires the transfer of a 1MB file across the network.

Required Network and Exchange Server Knowledge

Installation of IMS requires access to the customer's Exchange server and to other critical components of their network. The installation should be performed only by an installer with good knowledge of Exchange Server and Microsoft network setup. The installation should also be performed only in conjunction with the customer's network manager.

Important

- To ensure the successful installation of Voicemail Pro with IMS, the steps in the following sections should be followed. Particular attention should be paid to the Permissions specified.
- Installation of the IMS components on the Voicemail Pro server PC is part of the Voicemail Pro installation.

IMS Limitations

IMS is designed to work in a system that comprises one IP Office and one Microsoft Exchange Server. It can be used in a system with more than one telephone system as long as that system has centralized voicemail using just one voicemail server.

IMS cannot be used to:

- Save a voicemail.
- Compose a new voicemail.
- Reply to a voicemail.
- Add comments to a forwarded voicemail.
- Mark a voicemail as urgent.

Voicemails should not be placed in Public Folders.

Windows 98 client PCs must connect to the IMS Server PC using TCP/IP. Clients that do not use TCP/IP are not supported.

To reduce startup time, IMS scans only the root inbox for new messages when it starts up.

IMS Components

IMS consists of the following components.

- **IP Office**
One of the IP400 Office series of telephone systems.
- **Voicemail Pro**
Provides voicemail services to the IP Office extension users.
- **IMS Server**
This consists of two services installed on the Voicemail Pro Server PC:
 - **IMS Voice Service**
 - **IMS Gateway Service**
Interacts with the Voicemail Pro Server, the Exchange Server and the IMS Clients. Stores the current known status of voicemail messages and mirrors that status in both user's email and voicemail mailboxes.
- **Microsoft Exchange Server**
The customer's MS Exchange server.
- **IMS Administration Tool**
This tool is used to maintain the association of voicemail mailboxes to email mailboxes.

The following additional components are required on the user PCs.

- **Microsoft Exchange or Outlook**
Microsoft Exchange Client or Outlook 97 or higher.
- **IMS Client**
Installed on each email user's PC. This provides a voicemail interface within the user's Microsoft Exchange or Outlook program.

IMS Installation Alternatives

The IMS Server actually consists of two components:

- **IMS Gateway Service.**
- **IMS Voice Service.**

These components can be installed separately if required. However the following rules must be followed:

- The IMS Voice Service must be installed on the Voicemail Pro server PC.
- The IMS Gateway Service can be installed on either the Voicemail Pro server PC or the Exchange Server PC. Installation of the IMS Gateway Service onto the Exchange Server PC requires more installation steps but may improve performance in some systems.

Before Installing IMS

Before you start to install IMS you must check that:

- Microsoft IIS Web Server is installed.
- In the IP Office Manager the IMS license has the status of **Valid** and **Unlimited**. This is because IMS operation requires a license in IP Office in addition to the Voicemail Pro licenses. The required licenses are:
 - **Voicemail Pro (4 ports)** plus **Additional Voicemail Pro (X ports)** licenses up to the total number of port required or supported by the IP Office control unit.
 - **Integrated Messaging** - Enables operation of IMS with Voicemail Pro.

For more information, see the IP Office Manager help.

- In the IP Office Manager the Voicemail Email settings are switched **off**. This is because the IP Office configuration settings for each user do not apply to IMS. They are usually switched off by default but it is advisable to check before you start the installation. For more information, see the IP Office Manager help.
- A domain user and mailbox account exists called **IMS**. For information about creating this account, see Creating and Configuring the IMS Account.
- The Outlook or Exchange client on the server PC is configured to use the same account. For information about creating this account, see Creating and Configuring the IMS Account.

Important

- Only when these checks have been completed, are you ready to start installing the IMS and Voicemail Pro software. For more information, see Installing the IMS and Voicemail Pro Software.

Creating and Configuring the IMS Account

Complete the steps in this section to:

- Create a domain user and mailbox account called **IMS**.
- Configure the Outlook or Exchange client on the server PC to use the account that you have created.

To create and configure a domain user and mailbox account called **IMS**:

1. Make sure that the PC that will be running the Integrated Messaging Server, normally the Voicemail Pro server PC, is a member of the same domain as the Exchange server.
 - Right-click **My Computer**. Select **Properties** and select the **Network Identification** Tab.

Note

- To join the domain you will need to use a log on account with administrative permissions on the domain.
2. Create an account called **IMS** on the domain and an associated **Mailbox**. Provide a secure password and ensure **User Cannot Change Password** and **Password Never Expires** are checked.
 3. On the Voicemail Pro PC, select **Administrative Tools | Computer Management | Groups**.
 4. Select **Add**. From the **Look In** list select the domain name.
 5. In the **Name** window highlight the IMS account and click **Add**. Click **OK** twice.
 6. On the desktop, right-click the **Outlook** icon and select **Properties** to configure the **IMS** Account.
 7. On the **Mail Properties | General Screen**, click **Add**.
 8. Check the **Microsoft Exchange** checkbox followed by **Next >**.
 9. Type in the Exchange servers name in the **Server** field, and **IMS** account in the **Mailbox** field. Click **Next >**.
 10. Select **No** when asked if you travel with this computer. Click **Next >**.
 11. Click **Finish**.
 12. Highlight the **MS Exchange Settings** and click **Properties**.
 13. Highlight **Microsoft Exchange Server** and click **Properties**.
 14. Click **Check name** and ensure the name is resolved.
 15. If the name is resolved, select **Apply**. Click **OK** twice and then **Close**.
 16. Do not continue until the name has been correctly resolved with the Exchange Server. If the name is not correctly resolved, check the Exchange and Mail account details with the Exchange Administrator.
 17. Open Outlook and select **Yes** to register **Outlook as the Default eMail application**.

Installing the IMS and Voicemail Pro Software

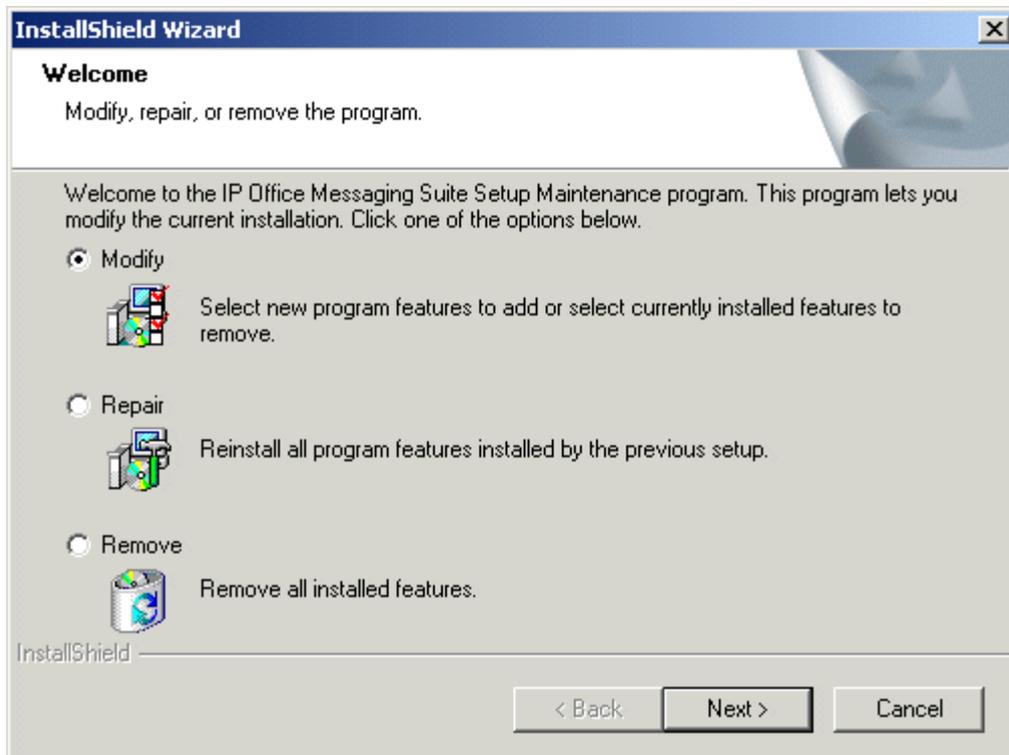
Important

- Do not start to install the IMS software before you have completed the necessary pre-installation checks. For more information, see Before Installing IMS.

To install the IMS and Voicemail Pro Software:

1. Insert the **IP Office Voicemail Pro** CD. The installation should auto-start. If it does not auto-start, click **Browse** to locate **Setup.exe** on the CD and then run it. The Choose Setup Language window is displayed.
2. Select the installation language.
This language is used for the installation and for the default language prompts.
3. Click **OK**.
Installation preparation begins.
4. If the following window is displayed, Voicemail Pro is already installed. You need to upgrade rather than install a new version. For more information, see Upgrading a Voicemail Pro System.

If you have already installed basic Voicemail Pro onto the PC, and now want to install IMS, the instructions are the same. The difference is that when prompted to Modify, Repair or Remove, you must select **Modify** and check the **Integrated Messaging** box later in the installation process.



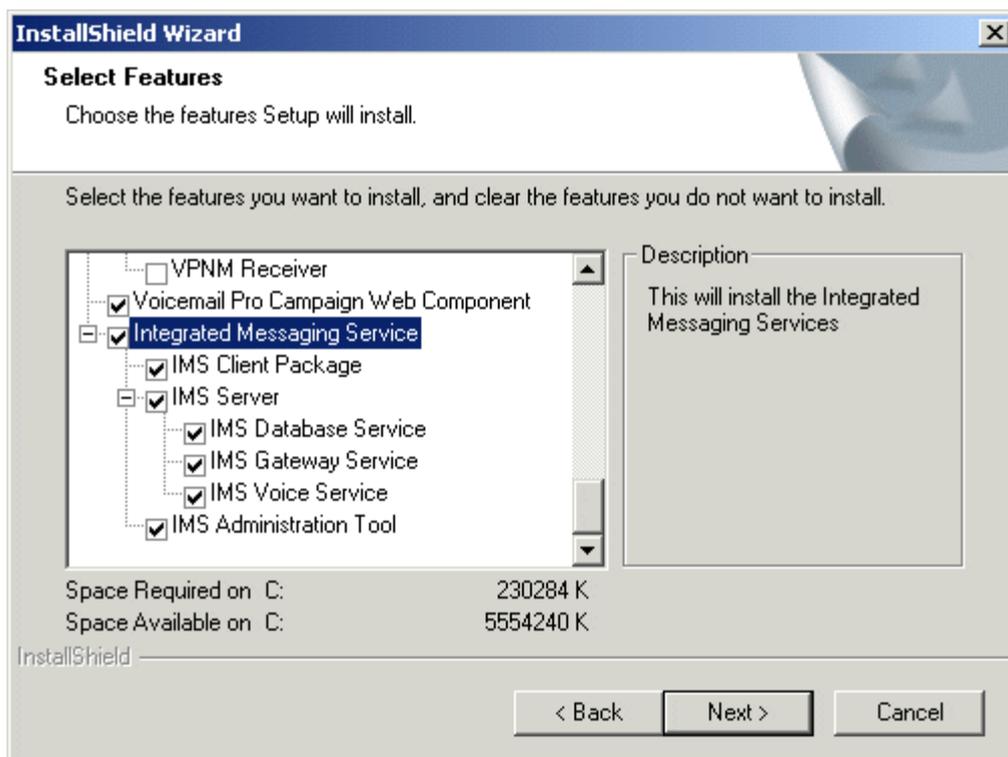
Otherwise the IP Office Voicemail Pro installation starts and the Welcome window is displayed.

5. In the Welcome window, click **Next >**.
The Customer Information window is displayed.
6. In the Customer Information window, type a user name and the company name or use the default names that are proposed.
These settings do not affect Voicemail Pro when it is installed.
7. In the same window choose the option that determines who should be able to use Voicemail Pro when it has been installed. The recommended option is **Anyone who uses this computer (all users)**.
8. In the Customer Information window click **Next >**.
The Choose Destination Location window is displayed.

9. In the Choose Destination Location window, click **Browse** and choose the folder where the Voicemail Pro files are to be installed. Otherwise click **Next >** to use the proposed folder. The Messaging Components window is displayed so that you can choose the components that you want to install.
10. Unless there are specific reasons for changing the location, the default setting is recommended
11. In the Messaging Components window highlight **Voicemail Pro (Full)**.
12. Click **Next >**.
The Setup Type window is displayed.
13. In the Setup Type window select **Custom**.
14. Click **Next >**.
The Select Features window is displayed so that you can select which additional Voicemail Pro features to install.
15. For IMS ensure that the settings are as follows:
 - a. Voicemail Pro Campaign Web Component is **not** required for IMS but is installed as part of a typical Voicemail Pro Server installation. If a web server has already been installed but the Voicemail Pro Campaign Web Component is not required, uncheck it to remove it. If Voicemail Pro Campaign Web Component is required for other use, make sure that it is checked so that it is not removed.
 - b. Ensure that **Voicemail Pro Client** and **Voicemail Pro Service** are checked.
 - c. Check any additional languages that are required. It is recommended that either **English** or **English US** is always selected (installed by default) in addition to any languages that are required by the customer.

Important

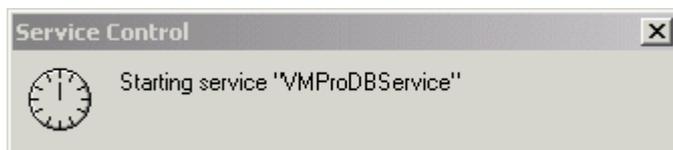
- Do not uncheck any other boxes as this will remove the corresponding software features.
- d. Scroll down and check **Integrated Messaging Service**.



16. Click **Next >**.
If you have chosen to install the Voicemail Pro Campaign Web Component, the Select the Web Server root directory window is displayed.
17. Type the path to the folder where you would like to save the web campaign web pages. Alternatively use the default location or click Browse and select a folder to use.
18. Click **Next >**.
The Select the Destination of the Script directory of Your Web window is displayed.
19. Type the path to the folder where the web campaign components are to be installed. Alternatively use the default location or click Browse and select a folder to use.
20. Click **Next >**.
The Service Account Name window is displayed. Details of the default administrator account are already filled in.
21. In the Service Account Name window, type the **User Name** and **Password** for the user account under which the Voicemail Pro service should log on and run. This should be the **IMS** account created previously on the domain and Exchange server. Alternatively click **Browse** and select from the list of available PC or network accounts.
22. Click **Next >**.
The Select Program Folder window is displayed.
23. By default the program folders are created in a folder called IP Office. You can specify a different folder or select one from the list of existing folders. To specify a different folder, type the folder name in the Program Folders box. Alternatively to use an existing folder, highlight a name in the list of existing folders.
24. Click **Next >**.
The Start Copying Files window is displayed. Before any copying starts, you are presented with a summary of the settings that you have chosen so far.
25. Review the settings to make sure that they are what you expect. In particular, check that the required languages are listed. Scroll down if necessary.
26. If for any reason the details are not what you expect, click **< Back** and make the necessary changes.
When you are satisfied that the details are correct, click **Next >** to start copying the files.
The Setup Status window is displayed to keep you informed while the installation takes place.
27. When the installation is complete, click **Finish** to restart now.
28. An attempt is made to start all services associated with Voicemail Pro and IMS.

Important

- This step fails if the licenses are not valid on the IP Office.



29. After the services have started, the installation process continues. The IP Office Voicemail Pro - System Settings window is displayed.
30. Select the required logging levels. Logging may be useful for fault diagnostics. You can switch logging off after you have verified that IMS is working correctly.
31. Click **Next >**.
The IP Office Voicemail Pro - Path Settings window is displayed.
32. Enter the name of the server PC on which Voicemail Pro and IMS have been installed. In most cases the name is detected automatically and filled in for you. If not, click **Browse** and provide the name of the Integrated Message Voice Server.

33. In the IP Office Voicemail Pro - Path Settings window click **Next >**.

The IP Office Voicemail Pro - Email Settings window is displayed.

This window is where you set user names and passwords for applications that can access the Voicemail Pro server. See User Management for more details.

In the **Account Details** field, type the name of the email account to use IMS email messages. Alternatively click **Browse** and provide the name of the email account to use.

34. If wav files of voicemail messages are to be sent in emails, check **Transmit Wave Files**.

Note

- Sending .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

35. Choose the preferred option for transmitting the Wave files. Choose either:

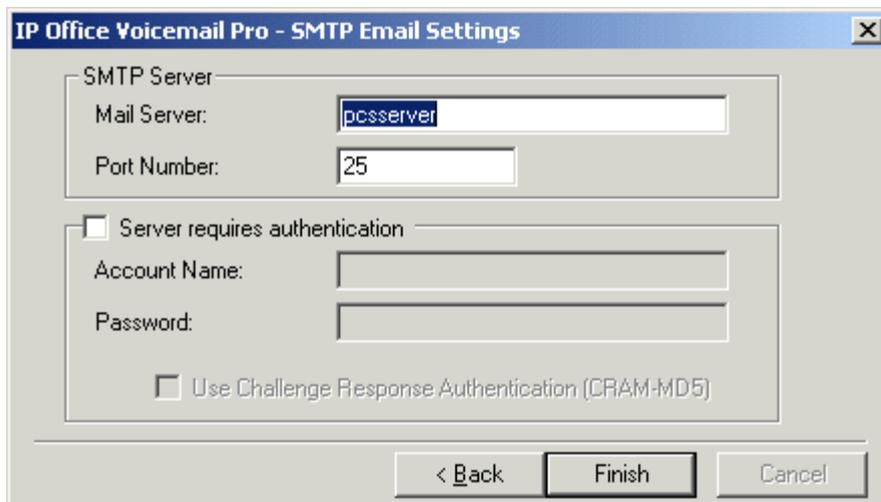
- **Attach wave file to message** to allow a recipient to copy a .wav file for use elsewhere
- **Embed wave file in message** to allow a recipient to embed a file in a message.

Tip

- An embedded file is compressed and therefore smaller than an attached file.

36. Click **Next >**.

The IP Office Voicemail Pro - SMTP Email Settings window is displayed so that you can enter details of the SMTP server to which the Voicemail Pro should send messages.



37. Click **Finish**.

An attempt is made to validate the email settings. If everything has been installed correctly and the license requirements are met, you are prompted to start the Voicemail service. If the attempt to connect with the SMTP server fails, an error message is displayed. You might need to start the Voicemail service manually. For more information, see Starting the Voicemail Pro Service.

38. Click **OK** to acknowledge the message if you see it.

The software installation stage is now complete. The next step is to switch on to MAPI settings, if they are not already set. For information, see Switching Voicemail Pro to MAPI. If MAPI is already configured, the next step is to associate an email address with each user voice mailbox. For more information, see Associating Voice Mailboxes with Email Addresses.

Starting the Voicemail Pro Service

If Voicemail Pro has been installed successfully, the Voicemail service is started automatically. From time to time it might be necessary to start the Voicemail service manually, for example if you encounter problems during the installation or need to investigate problems at a later stage.

This process consists of two stages:

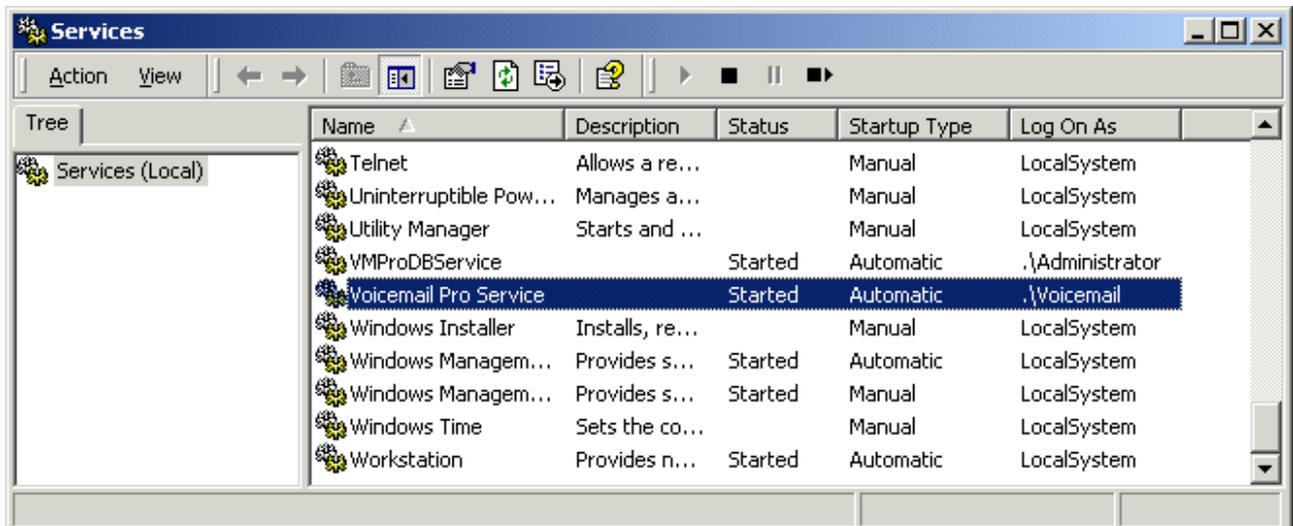
1. Ensuring that the Voicemail Pro server restarts automatically every time the server PC is restarted.
The Voicemail Pro server installs a service, using the user name and password of the account specified during installation. The service is set to automatically restart each time the PC restarts.
2. Initializing the default call flow.

Note

- The steps that follow apply to Windows NT4, 2000, XP and 2003.

To start the Voicemail Pro Service:

1. Open the Windows **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.



4. The **Voicemail Pro Server** service should be visible. Its **Status** should be **Started** and the **Startup Type** should be set to **Automatic**.
5. Close **Services**.

To Initialize the Voicemail Pro Call Flow:

1. Select **Start > Programs > IP Office > Voicemail Pro**.
The Voicemail Pro Client starts and the main window is displayed.
2. Click the  **Save and Make Live** icon.
3. Select **Yes**.
The file **root.vmp** is created and made available to the Voicemail Pro server. This is the compiled version of the editable call flow.
4. Voicemail operation can now be tested from an extension by dialing ***17**.

Switching Voicemail Pro to MAPI

By default the Voicemail Pro installation process assumes that SMTP will be used and requests SMTP email account settings during installation setup. Voicemail Pro uses MAPI and so the Voicemail Pro must be switched to MAPI operation.

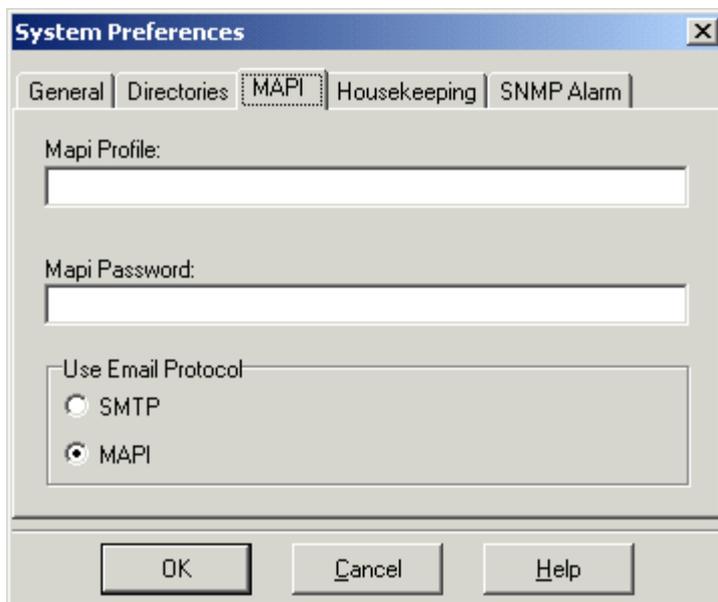
If you are installing IMS, use the IMS account previously created as part of the installation process. For more information, see *Installing IMS:Overview*.

Note

- Some options are not available if you are working offline. You must be working online to use this feature. For more information, see *Logging in to the Voicemail Pro Server and Switching Between Online and Offline Mode*.

To switch Voicemail Pro to MAPI:

1. Start the Voicemail Pro Client.
2. Click  **Preferences** and select **General**.
3. Click the **MAPI** tab.



4. The **Use Email Protocol** settings allow you to switch Voicemail Pro between **MAPI** and **SMTP**.
 - If MAPI is selected, a valid MAPI profile and password must be entered in the fields above. That MAPI profile must exist within the MAPI email client on the server PC and be useable by the account under which the Voicemail Pro service is running.
 - If SMTP is selected, the SMTP email account settings must be entered as shown below.
5. Click **OK**.
6. Click  **Save and Make Live**.

Associating Voice Mailboxes with Email Addresses

When you have installed IMS, started the Voicemail Pro server and switched from SMTP to MAPI, you are ready to associate user voicemail mailboxes with email mailboxes on the Exchange Server. This is done using the IMS Administration tool.

To associate a voice mailbox with an email address:

1. From the **Start** menu select **Programs > IP Office > IMS Administration Tool**.
2. From the **Server** menu select **Add**.
The New Integrated Messaging Server window is displayed.
3. In the Server field, type the name of the IMS Server or click **Browse** and select a server.
When the server has been added, the name is displayed with a **[+]** plus icon next to it in the left-hand pane.
4. Expand the **[+]** icon to show configurable options.
5. Highlight **Integrated Messaging Associations**.
After a few moments the voice mailboxes are displayed in the right-hand window.
6. Select a voice mailbox to configure and double-click it to see its properties.
7. In the **Associated Email Address** field, select **Change** and select the relevant email address of the associated user.
8. If the mail settings need to be different from the default settings, select the **User Properties** tab and configure as applicable and select **OK**.
9. When complete, click the **Synchronize Mailboxes** icon to synchronize the mailboxes.
Alternatively, click **Selecting Mailboxes** and **Synchronize** on the menu bar.
10. Close the IMS Administration tool.
11. Make a call to one of the users that you have just associated and leave a message in their voicemail mailbox. A short while after hanging up a message should arrive in the user's mailbox.
12. The next step is to install the IMS Client on the PC of each IMS user. For more information, see Installing the IMS Client Software.

Before Installing the IMS Client

Before you start to install the IMS client you must note the following important points:

Important

- The IMS client is supported with Microsoft Outlook 2000/2003.
- Do **not** install the IMS Client on the same PC as the Voicemail Pro / IMS Server.
- If you are the installer or system administrator, you must log on to the Client PC as the person who is going to be using the IMS software and you must have Administrator rights for that PC.
- Outlook must already be installed and configured on the user's PC. Test this by using Outlook to send a test message.
- The Integrated Messaging Server must already be installed and running. For more information, see Installing the IMS and Voicemail Pro Software.
- The IMS PC requirements must be met. For more information, see IMS Client PC Requirements.

IMS Client PC Requirements

- **Hardware:**
The minimum recommended hardware for 2000/XP is a Pentium 100 with 32 MB RAM.
- **Operating system:** Either;
 - Windows 2000, 2003 or XP.
 - Clients must use TCP/IP networking.
- **Network configuration:**
Users must be members of an NT Domain.
- **Email Client:**
MS Exchange Client, Outlook 97, 98 or 2000.

Installing the IMS Client Software

During installation of the IMS Server, the IMS Client Installer package is copied to **C:\Program Files\Avaya\IP Office\Voicemail Pro\IMS\Client** and is automatically shared as **IMSClient**. The installer, called **IMSClient.exe** is approximately 10.1MB in size. You need to install the IMS Client on the PC of each user who wants to use IMS.

To install the IMS Client software:

1. Copy the IMS Client installer package to a CD or map a network drive to the folder as follows
\\servername\imsclient.
2. Log on to the user's PC using an account that has local administrative rights.
3. Save and close all other applications prior to installing as a reboot will be required.
4. Depending on where it is located, double-click the IMSClient.exe file.
5. Choose the preferred **Language** and select **OK**.
6. Click **Next >** until you see the IMS Connection Information window.
7. Enter the following information:
 - **Voicemail Mailbox**
This is the entry as it appears in the Username field of the IP Office User Profile Screen. This is case sensitive. If this information is entered incorrectly, the IMS client will not connect to the IMS Server.
 - **IMS Server**
This is the name of the IMS / Voicemail Pro Server. For maximum reliability use of a fully qualified domain name is recommended.
8. Click **Next >**
The IMS Playback Parameters window is displayed.
9. Type the extension number of the handset to be used for playing back messages.
10. If required, check **Pick Up Automatically** for the option to collect messages without the need to pick up the handset.
11. When prompted to **Restart the PC** click **Finish** to restart the PC.

Note

- If you attempt to open Outlook without restarting the computer, you will receive an error to tell you a component has not been installed correctly. It is therefore recommended that you restart the computer when prompted.

Testing Installation of the IMS Client

If the above details have been followed, after the end user has logged back onto their PC workstation and opened Outlook, complete the following steps to verify that the IMS Client has correctly connected to the IMS Server .

Typically when starting Outlook if there is a connection error, a message should be received while Outlook is starting, asking for a user name and password.

1. In Outlook select **Tools > Integrated Messaging**.
If the IMS Client has connected you should only have the option to **Disconnect**. If this is the case you have successfully installed the IMS Client on the workstation.
2. A further indication will be a Telephone Icon in the mail message. If the Client has not been installed, this icon will not be displayed.

Checking and Observing IMS Operation

It is useful to check that the IMS Account has logged onto the Exchange Server correctly.

To check and observe IMS operation:

1. On the Exchange server, open the **Exchange Administration Manager**.
2. Expand the **Server Name and Mailbox Store**.
3. Select **Logons** and locate the IMS account name. Only logged on accounts are displayed.
4. Select **Mailboxes** to view IMS messages being received and sent.
5. Leave a voicemail message in an IMS user's voice mailbox.
6. After hanging up you should notice that for a brief time the **Total Items** field for the IMS mailbox increases by 1. The message is then sent from the IMS mailbox to the user's mailbox, whose **Total Items** increases by 1. By default there should be no messages left in the IMS mailbox.

Upgrading Voicemail Pro

Overview

This section describes how to upgrade Voicemail Pro. Two options are described:

- Upgrading from Voicemail Lite to Voicemail Pro. For information, see [Upgrading from Voicemail Lite](#).
- Upgrading an existing Voicemail Pro system with the new version of software. For information, see [Upgrading a Voicemail Pro System](#).

Upgrading from Voicemail Lite

The process described here assumes that Voicemail Pro is being installed onto the same PC that previously hosted Voicemail Lite.

To upgrade from Voicemail Lite , you must complete the following stages:

1. Remove Voicemail Lite. For information, see [Removing Voicemail Lite](#).
2. Install Voicemail Pro. For information, see [Installing the Voicemail Pro Software](#).
3. Move the Voicemail Lite Folders. For information, see [Moving the Voicemail Lite Folders](#)
4. Select the Mailbox mode. For information, see [Selecting the Mailbox Mode](#).

Removing Voicemail Lite

The steps described here will remove Voicemail Lite but will not remove the existing mailbox messages and greetings. Those files and folders will need to be moved in a later step. For information, see [Moving the Voicemail Lite Folders](#).

To remove Voicemail Lite:

1. Open the **Windows Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **IP Office Admin Suite** and click **Change/Remove**.
4. When the **Installation** has started, select **Modify** and click **Next >**.
5. In the list of selected **Features**, uncheck the **Voice Mail box**.

Important

- Do not uncheck any other boxes as this will also remove those features.
6. When the update has completed, close the **Add/Remove Programs** window and the **Control Panel**.
 7. Check that any shortcuts to **VMLite.exe** have been removed from **Start > Programs > Startup**.
 8. If you are removing Voicemail Lite as part of an upgrade, the next step is to install the new version of Voicemail Pro. For information, see [Types of Voicemail Pro Installation](#).

Moving the Voicemail Lite Folders

As part of the upgrade procedure you need to move the Voicemail Lite folders that contain any existing voicemail messages and mailbox greetings. This stage copies the existing Voicemail Lite messages and greetings over the newly installed Voicemail Pro set.

You move the folders **after** you have removed the previous version of Voicemail Lite and installed the new version of Voicemail Pro. For information see, Removing Voicemail Lite and Types of Voicemail Pro Installation.

Important

- This must be done **before** users start to use Voicemail Pro.

To move the Voicemail Lite Folders:

1. Using Windows Explorer or My Computer, locate the folder **C:\Program Files\Avaya\VP Office\Voicemail Server**.
2. Highlight all sub-folders and files in that folder.
3. Right-click and select **Copy**.
4. Locate the folder **C:\Program Files\Avaya\VP Office\Voicemail Pro\VM**.
5. Right-click and select **Paste**.
A **Confirm Folder Replace** message is displayed.
6. Click **Yes to All**.
7. The next step is to select the mailbox mode to use. For more information, see Selecting the Mailbox Mode.

Selecting the Mailbox Mode

Voicemail Lite runs in IP Office mailbox mode. By default Voicemail Pro installs in Intuity mailbox mode. If required by your users, you can set Voicemail Pro back to IP Office mailbox mode.

To select the mailbox mode:

1. Start the Voicemail Pro Client.
2. Click the Preferences  icon and select **General**.
3. On the General tab, change the Default Telephony Interface from Intuity to IP Office.
4. Click **OK**.
5. Click  **Save & Make Live**.

Upgrading a Voicemail Pro System

Important

- It is vitally important that the settings of an existing Voicemail Pro are exported before any upgrade. Although folders that contain prompts and messages are not affected by the upgrade process, the editable version of a customer call flow is lost.

To upgrade a previous system to the latest version of Voicemail Pro, you must complete the following stages:

1. Export the Voicemail Pro database. For more information see, Exporting the Voicemail Pro Database.
2. Back up the Voicemail Pro registry. For more information see, Backing up the Registry.
3. Remove Voicemail Pro. For more information see, Removing Voicemail Pro.
4. Restore the Voicemail Pro Registry. For more information see, Restoring the Registry.

5. Install the upgrade. Follow the prompts on the screen. For more information refer to the sections that relate to your chosen type of Voicemail Pro installation.
6. Restore the Voicemail Pro database and registry that you previously backed up. For more information see, Restoring the Voicemail Pro Database and Registry.

Exporting the Voicemail Pro Database

Before removing Voicemail Pro as part of an upgrade, you must create a backup copy of the call flow database. This will contain any customizations made to the default call flow. You should also back up the registry settings specific to Voicemail Pro. For more information, see Backing up the Registry.

To export the Voicemail Pro database:

1. Start the Voicemail Pro Client.
2. From the **File** menu, select the option **Import or Export**.
3. Select the option **Export call flows** and click **Next**.
4. Enter a file path and file name ending in .mdb, for example **C:\temp\backup.mdb**. Click **Next**.
5. Click **Finish** to start the export then click **Close** to complete the export procedure.
6. Close the Voicemail Pro Client.
7. The next step is to Back up the registry so that you do not lose any Voicemail Pro settings from the previous version. For more information, see Backing up the Registry.

Backing up the Voicemail Pro Registry

If you are upgrading Voicemail Pro the first step is to export the callflow database. For more information, see Exporting the Voicemail Pro Database. When you have done this you are ready to back up any registry settings that are associated with Voicemail Pro.

To back up the Voicemail Pro registry:

1. Insert the Voicemail Pro CD for the new Voicemail Pro and cancel the install wizard that auto runs.
2. Right-click the CD drive and select **Open**.
3. Locate the file **backupreg.bat** and double-click it to run the application. The registry settings are backed up.
4. The next step is to remove Voicemail Pro. For information, see Removing Voicemail Pro.

Removing Voicemail Pro

Any previous versions of Voicemail Pro must be removed before you start to install the new version.

To remove Voicemail Pro:

1. Open the Windows Control Panel.
2. Select **Add/Remove Programs**.
3. Select **IP Office Voicemail Pro** and click **Add/Remove**.
4. From the options offered select **Remove** and click **Next**.
5. Follow the prompts that you see on the screen during the removal process.
6. When the process has been completed select the option **Yes, I want to restart my computer now** and click **Finish**.
7. If you are removing Voicemail Pro as part of an upgrade, the next step is to install the new version of Voicemail Pro. For information, see Types of Voicemail Pro Installation.

Restoring the Voicemail Pro Registry

To restore the Voicemail Pro Registry:

1. Right-click the CD drive that contains the Voicemail Pro CD and select **Open** (reinsert the CD if necessary and cancel the install wizard).
2. Locate the file **restorereg.bat** and double-click it to run the application. This restores the registry settings previously associated with Voicemail Pro.
3. Start the Voicemail Pro GUI.
4. From the **File** menu select the option **Import or Export**.
5. Select the option **Import Call Flows** and click **Next**.
6. Use the Browse button to locate the backup file then click **Next**.
7. Click **Finish** to start the import then click **Close** to complete the import procedure.
8. The next step is to install the upgrade software. For more information see Installation Types and Requirements and then refer to the sections that relate to the type of Voicemail Pro that you intend to install.

Restoring the Voicemail Pro Database and Registry

Note

- When you import a database the entire contents of the current database are replaced.

To restore the Voicemail Pro database and registry

1. Start Voicemail Pro.
2. From the **File** menu select **Import or Export**.
The Import or export call flows window is displayed.
3. Select **Import Call Flows**.
4. Click **Next**.
5. Click the Browse button and locate the file that contains the backed up call flows.
6. Select the file and click Open.
7. In the Import or export call flows window, click **Next**.
8. Click **Finish** to start importing the database.
9. Click **Close** to complete the import process.

Logging In and Out

Overview

This section describes:

- Starting the Voicemail Pro Client
- Logging in to the Voicemail Pro Server
- Switching Between Online and Offline Mode
- Logging Out
- Closing Down

Starting the Voicemail Pro Client

You can start the Voicemail Pro Client from the IP Office Voicemail Pro folder as described here.

To start the Voicemail Pro Client:

1. From the **Start** menu, select **Programs**.
2. Select **IP Office**
3. Select **Voicemail Pro Client**.

The main Voicemail Pro Client window opens.

If the Client and Server are installed on the same machine, you do not need to log in. If you are using the Client to work on a remote server, you do need to log in. For more information, see Logging in to the Voicemail Pro Server.

Tip

- Alternatively, as with any other Windows application, you can add a shortcut to your desktop and start the Voicemail Pro Client from there.

Logging in to the Voicemail Pro Server

You can run the Voicemail Pro Client in offline mode and you can also use it to connect to a Voicemail Pro Server. To connect to a Voicemail Pro Server with the Voicemail Pro Client, you need to log in for authentication purposes.

By default, the Voicemail Pro Server does not have any User accounts defined. Therefore no Remote Voicemail Pro Clients can connect. You can use a local Voicemail Pro Client, to add Administrator or Standard Administrator users who can then connect using remote Voicemail Pro Clients. For more information, see Adding an Administrator.

To log in to the Voicemail Pro Server:

1. From the File menu, select **Login**.
The Voicemail Pro Login window is displayed.
2. In the **User Name** box, type a user name. This is the name that the workstation software will use. This should already be defined on the Voicemail Pro Server.
If the Voicemail Pro Server and Client are on the same computer, you do not need to enter a user name to connect to the Voicemail Pro Server and perform administration tasks. You can click the Browse button in the Voicemail Pro Login window and select from the list of available Voicemail Pro servers on the network.

Note

- This applies to remote Clients, but not to a Client that is running locally.
4. In the **Password** box, enter the password.
 5. In the **Unit Name/IP Address** box, type the name or the IP address of the server to which you want to connect. By default the IP address or name that was last used is already filled in.

If you are logging into a different server and do not know the name or IP address, click **Browse** and select from the list of available Voicemail Pro servers.

If you are logging in across a WAN, you must type in the IP address and not the server name.

5. Click **OK**.

If the selected server is not available, for example if it is already connected to another Client, a message is displayed to tell you about the user who is already connected.

When you have successfully logged in, the title bar of the main window displays:

- The name and IP address of the connected Voicemail Pro server
- The telephony mode (IP office or Intuity).

Switching Between Online and Offline Mode

It can be useful to connect to a system to get the current system configuration and then disconnect and make changes offline. You can then test configuration changes offline before applying them to a live system. If the Voicemail Pro Client and Server are on the same machine, you can switch between online and offline mode without having to log out.

To switch between online and offline mode:

1. From the **File** menu, select **Select Mode**.
The Select Voicemail Pro Client Mode window opens.
2. Select **Offline** to work offline or **Online** to connect to the server and work online. If you select Online, the Voicemail Pro Login window opens.
3. Log in as usual. For more information, see Logging in to the Voicemail Pro Server.

Note

- The next time you run the Voicemail Pro Client, it will start up in the mode that you used previously.

Logging Out

It can be useful to connect to a system to download the current system configuration and then disconnect and make changes offline. You can then test configuration changes offline before applying them to a live system.

Notes

- Logging out is not the same as closing down with the Exit option. For more information, see Closing Down.
- If the Client and Server are installed on the same machine, the **Log Out** option is not available.

To log out:

1. From the File menu, select **Log Out**.
You are logged out of the Voicemail Pro server and placed in offline mode. You can either make configuration changes offline and then log back in when you are ready or log on to a different server to work. For more information see Logging in to the Voicemail Pro Server.

Closing Down

When you have finished working, you can close down the Voicemail Pro Client. This is not the same as logging out. For more information, see Logging Out.

To close the Voicemail Pro Client down:

1. From the File menu, select **Exit**.
If you have not made any changes, the Voicemail Pro Client closes and you are returned to the desktop. If you have made changes, a message is displayed to ask whether you want to save them.
2. If you do not want to save your changes, click **No**. No changes are made.
If you want to save your changes, click **Yes**. Your changes are saved but not yet made live.
3. If you are ready to make your changes live, click **Save & make Live**. For more information, see Saving Configuration Changes and Making them Live.

Configuring Voicemail Pro

Overview

The default IP Office configuration settings allow almost immediate voicemail operation as soon as a voicemail server is running on the LAN. Those default settings are:

- Voicemail running on a PC accessible using a broadcast address of 255.255.255.255.
- Voicemail on for each user and hunt group on.
- No Voicemail Code set for any mailboxes. Until a code is entered for a mailbox, it can only be accessed from the user's own extension.
- No Voicemail Email or Voicemail Help operation.
- No Voicemail Reception numbers set for user mailboxes.
- Hunt group mailboxes are created and used by default but there is no default message waiting indication or method for collecting messages. A method for accessing each hunt group mailbox should be programmed. See Hunt Group Voicemail:Overview.

Before you start to configure and customize Voicemail Pro you need to provide the IP Office Manager with details of the Voicemail Pro server PC. **You need to do this in IP Office Manager.** For more information see Identifying the Voicemail Server PC and also the IP Office Manager help.

The rest of the sections that follow describe how to configure settings in Voicemail Pro.

Identifying the Voicemail Server PC

An IP Office unit must be configured to recognize the PC that is acting as its voicemail server.

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

To identify the Voicemail Server PC:

1. In IP Office Manager, display the details pane for the system. For information about displaying the different panes in IP Office Manager, see the IP Office Manager User Guide or help.
2. Click the **Voicemail** tab.

System	LAN1	DNS	Voicemail	Telephony	H323 Gatekeeper	LDAP	System Alarms
Voicemail Type		Voicemail Lite/Pro					
Voicemail Destination							
Voicemail IP Address		255 . 255 . 255 . 255					

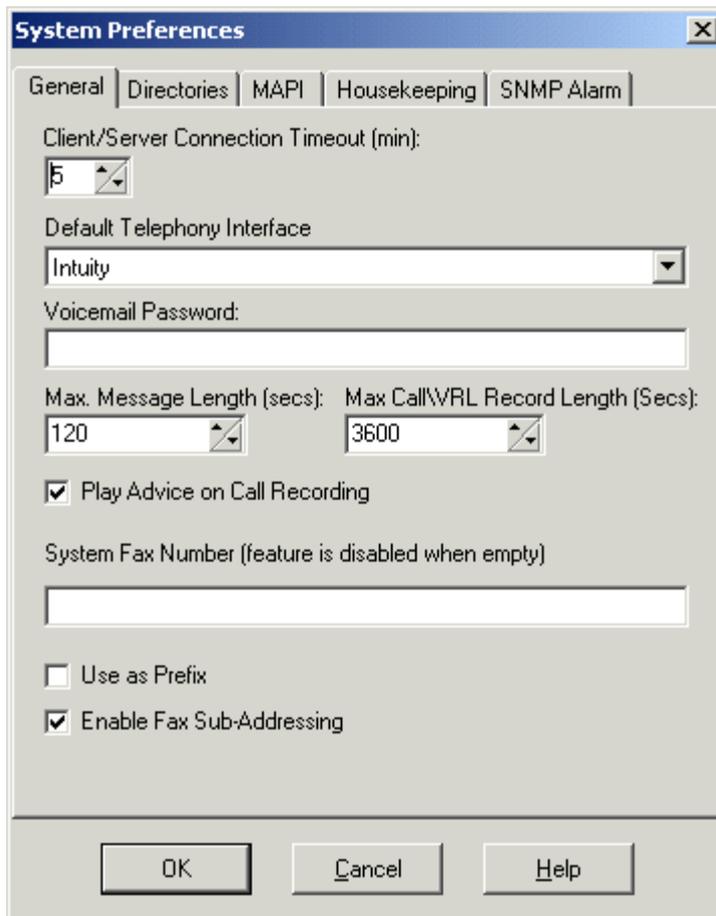
3. The default Voicemail Type is **Voicemail Lite/Pro**. Make sure that this has not been changed.
4. Leave the **Voicemail Destination** box blank as this is not used with Voicemail Pro.
5. In the **Voicemail IP Address** box, change the default address (255.255.255.255) to the IP address of the PC on which the voicemail server is running. If there is only one voicemail server on the network, you do not need to change this.
6. By default the **Voicemail Password** and **Confirm Password** boxes are blank. You can set a password here if you prefer. If you do so, you must enter the same password in Voicemail Pro. For information, see Setting Up General System Preferences. Beware that problems can arise if the voicemail passwords in IP Office Manager and Voicemail Pro become unsynchronized for any reason. It is therefore advisable not to use Voicemail system passwords. Instead mailbox owners can be encouraged to use access codes.

Setting Up General System Preferences

Although the default IP Office configuration settings allow voicemail to start operating almost immediately, as soon as a voicemail server is running on the LAN, there are some general system preferences that you can set or change.

To set up general system preferences:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
The **General** tab is displayed.



4. In the **Client/Server Connection Timeout (mins)** box, type the number of minutes for the inactivity timeout. Alternatively use the increment or decrement buttons. After the number of minutes that you specify, an inactive administrator user of the Voicemail Pro Client will receive a message to warn them that they might be automatically logged out if they remain inactive. This enables another administrator user to log in and use the Voicemail Pro Client instead.
5. From the **Default Telephony Interface** select IP Office or Intuity to control the way in which mailbox access works for mailbox owners. For more information, see Changing Mailbox Operation Mode.
6. In the **Voicemail Password** box, type the password to use for protecting voicemail access. A Voicemail Password is optional. If you leave it blank, no password is required for voicemail access. If you set a password here, it must match the Voicemail Password configured on the IP Office. For more information, see Identifying the Voicemail Server PC.

Beware that problems can arise if the voicemail passwords in IP Office Manager and Voicemail Pro become unsynchronized for any reason.

7. In the **Max. Message Length (secs)** box, type the maximum length in seconds of any messages/recordings taken by Voicemail Pro. The default message length is 120 seconds. The maximum message length is 3600 seconds (60 minutes). 1 minute equals approximately 1MB of disk space.
8. In the **Max. VRL Record Length (secs)**, type the maximum recording time for calls that are being recorded for VRL (Calls recorded to a third party call archiving system). The default length is 3600 seconds (60 minutes). This is also the maximum.
9. If voice calls are to be recorded, check the **Play Advice on Call Recording** box so that callers hear a message to advise them that their call is being recorded. This is a legal requirement in some countries.
10. The **System Fax Number** box, is used to:
 - Enable fax detection.
By default fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to the defined system fax number.
 - Define the default destination for fax calls that arrive in a Voicemail mailbox and which are to be redirected to a fax machine.

In the **System Fax Number** box, type the number of the general fax machine to which all incoming faxes are to be directed. If a fax board is being used, this number must match the number of the extension that is connected to the fax board of the fax server PC. For more information, see Setting the Voicemail Pro System Fax Number.

Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For information mailbox owners should read the Intuity Mailbox User Guide.

If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if the prefix were 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number would become 55201.

11. To use the specified prefix, check the **Use as a Prefix** box so that the number that you typed in to the **System Fax Number** box is used. If your fax system does not use prefix addressing, leave this box unchecked.

Important

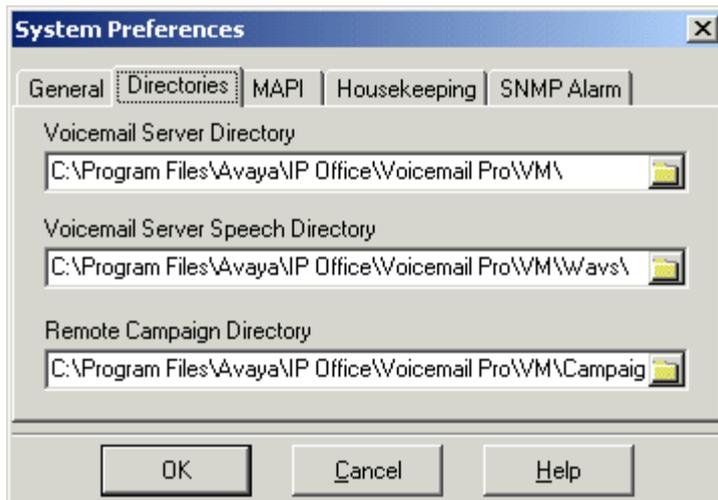
- For this feature to work, you also need to set up a short code. For more information, see Setting Up a Short Code for Routing Faxes to Prefixed Numbers. See also the section Configuring a C3000 Fax Server which describes a supported fax server that uses this capability.
12. Most fax servers perform fax forwarding based on DTMF signalling received with the fax call. Check the **Enable Fax Sub-Addressing** box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.
 13. Click **OK**.
 14. Click  **Save and Make Live** and select **Yes**.

Setting the Location of Voicemail System Folders

When Voicemail Pro is installed some default folder locations are used. You can change these if required.

To set the location of Voicemail system folders:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
4. Click the **Directories** tab.



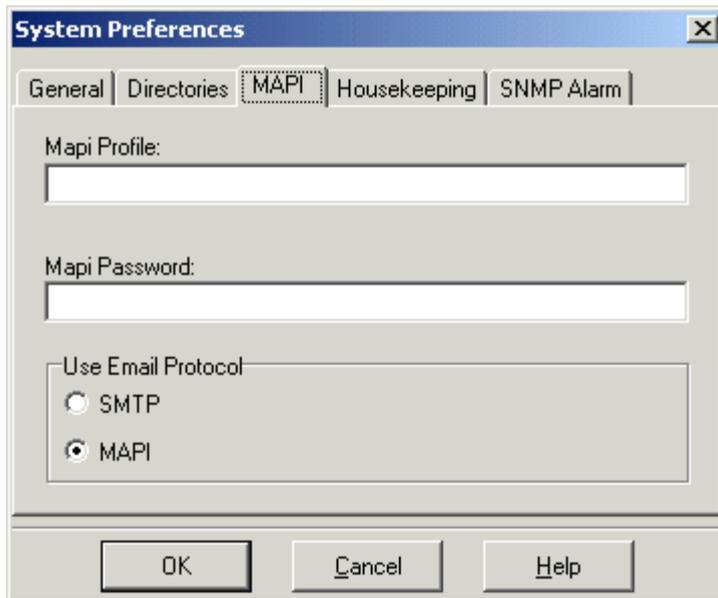
5. In the **Voicemail Server Directory** box, type the path to the folder where the voicemail server program is to be stored. This is the folder where the file **Root.vmp** is saved when the **Save & Make Live** option is used. Alternatively click the Browse button and select a folder to use.
6. In the **Voicemail Server Speech Directory** box, type the path to the folder where the libraries of speech prompts are to be stored. Alternatively click the Browse button and select a folder to use.
7. In the **Remote Campaign Directory** box, type the path to the folder where the campaign files are to be stored. Alternatively click the Browse button and select a folder to use.
8. Click **OK**.
9. Click  **Save and Make Live** and select **Yes**.

Setting MAPI Email Preferences

Email services are used for voicemail email, IMS and email text to speech. Therefore these settings should not be adjusted without first confirming that all other steps appropriate to whichever of those services is being used have been followed.

To set MAPI email preferences:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
4. Click the **MAPI** tab.



5. In the **MAPI Profile** box, type the name of a particular MAPI profile name to use if necessary.
6. If you specify a MAPI profile to use, you can also set a password. In the **MAPI Password** box, type the password to use. If you are not using a MAPI profile, leave the MAPI Password box blank.
7. Select the **Email Protocol** to use.
Choose SMTP to send voicemail email alerts only or choose MAPI for voicemail email, email TTS. The MAPI option requires further email configuration and setup. For more information, see Voicemail Email: Overview.

Important

- If the protocol is changed, the Voicemail Pro service must be stopped and restarted.
8. Click **OK**.
 9. Click  **Save and Make Live** and select **Yes**.

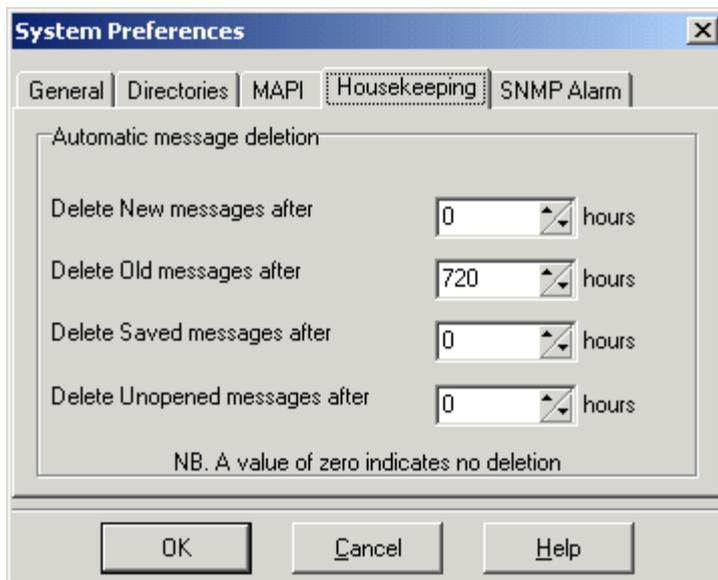
Setting Message Deletion Times

After messages have been played they are automatically deleted from the voicemail server after a specified period of time. This also applies to messages that are played via a user's IMS email client. You can set the same time delay for all messages or you can adjust the period of time before different types of message are deleted.

Automatically deleting messages is known as a housekeeping task. Housekeeping is performed after any two hour idle period. This means a period during which there are no calls to or from the voicemail server.

To set message deletion times:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
4. Click the **Housekeeping** tab.



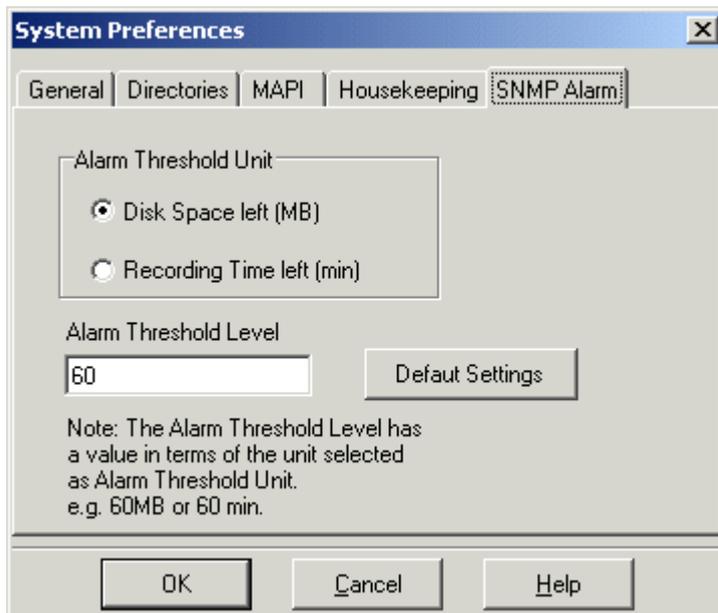
5. Adjust the settings as required for each type of message.
6. Click **OK**.
7. Click  **Save and Make Live** and select **Yes**.

Setting Up Disk Space and Recording Time Alarms

The IP Office system can be configured to send Simple Network Management Protocol (SNMP) alarms. When this is configured, the Voicemail Pro server can tell the IP Office system when to send SNMP alarms about available disk space and remaining recording time.

To set up disk space and recording time alarms:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
4. Click the **SNMP Alarm** tab.



5. Choose the **Alarm Threshold Unit**
Choose either **Disk Space Left (MB)** or **Recording Time left (minutes)**.
6. In the **Alarm Threshold Level** box, type the number of units (minutes or MB) left at which SNMP alarms are to be triggered. The minimum is 11. This value also sets two further SNMP alarm levels which are:
 - **Space OK Alarm** : This alarm is triggered when the amount of available space returns to above a level set at *Alarm Threshold Level plus 30*.
 - **Critical Alarm** : This alarm is set at 30 or, when the Alarm Threshold Level is less than 40, at *Alarm Threshold Level minus 10*. Currently the critical alarm value will decrease in accordance with the above rule. Note however that it does not increment upwards when the Alarm Threshold is increased again. To reset the critical alarm back to 30, click **Default Settings**.
7. To return to the default alarm settings, click **Default Settings**.
The Alarm Threshold Level is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

Specifying the Level of IMS Service Logging

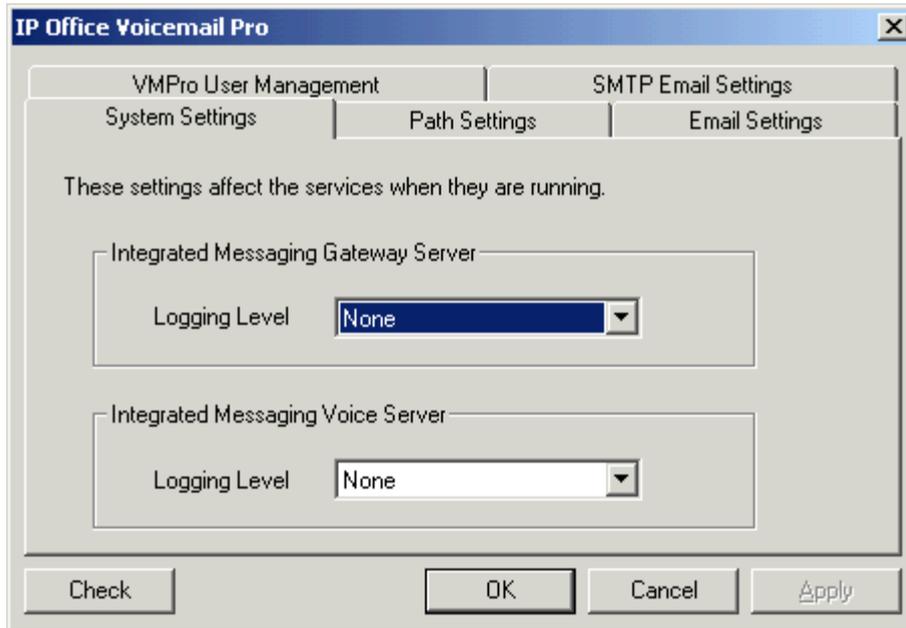
If IMS is installed you can specify the level of service logging for the IMS Gateway Server service and the IMS Voice Server service. Four levels of logging are available, with increasing level of detail.

Note

- Typically logging is required only if IMS problems are being experienced and diagnosis is required.

To specify the level of IMS service logging:

1. Open the Windows Control Panel.
2. Select **IP Office Voicemail Pro**.
3. In the IP Office Voicemail Pro window, click the **System Settings** tab.



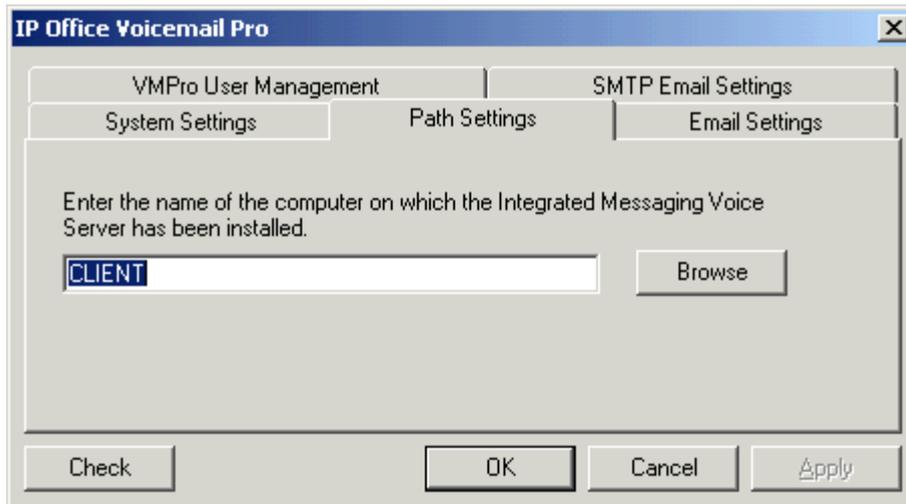
4. In the **Logging Level** boxes, select the level to use for each of the IMS services.
5. Click **Check** to validate the changes that you have made.
6. Click **OK**.
You are prompted to restart the affected services so that your changes are enabled.
7. Choose **Yes**.
The services that are affected by your changes are automatically stopped and restarted.

Specifying the Name of the Host Server PC for IMS

If IMS is installed you need to specify the computer name of the server PC that is hosting the IMS Voice Service. Typically this is installed on the same server PC as the Voicemail Pro Server.

To specify the name of the host server PC for IMS:

1. Open the Windows Control Panel.
2. Select **IP Office Voicemail Pro**.
3. In the IP Office Voicemail Pro window, click the **Path Settings** tab.



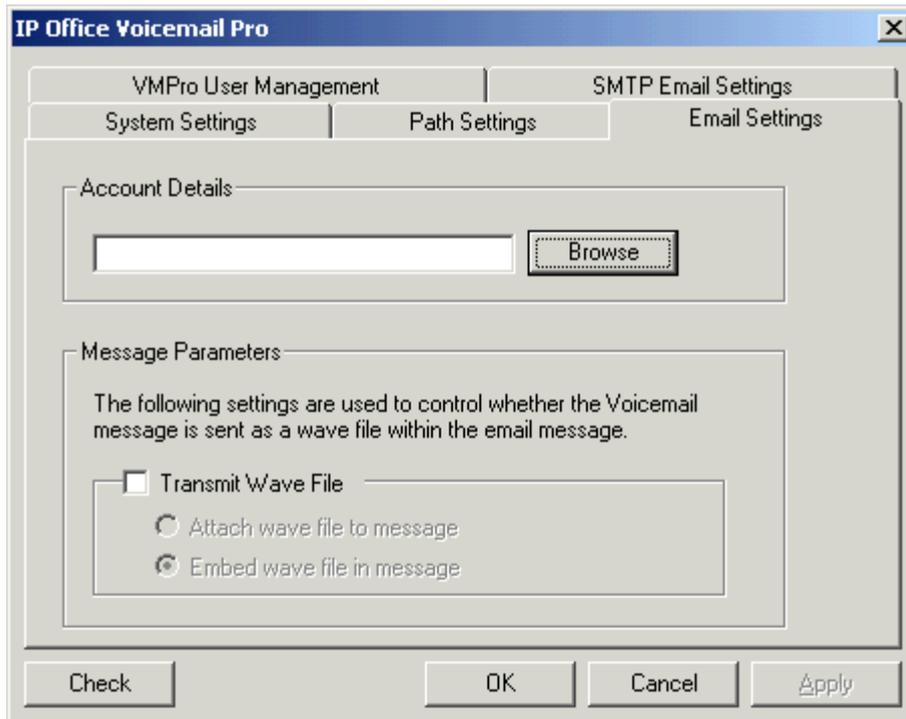
4. Type the name of the computer on which the IMS Voice Service has been installed. Alternatively, click **Browse** and select the name of the computer.
5. Click **Check** to validate the changes that you have made.
6. Click **OK**.
You are prompted to restart the affected services so that your changes are enabled.
7. Choose **Yes**.
The services that are affected by your changes are automatically stopped and restarted.

Configuring Email Settings

You can configure certain email settings such as the account to use for IMS email and the way in which .wav files are transmitted.

To configure email settings:

1. Open the Windows Control Panel.
2. Select **IP Office Voicemail Pro**.
3. In the IP Office Voicemail Pro window, click the **Email Settings** tab.



4. In the **Account Details** box, type the name of the MAPI email account to use for IMS email messages. Alternatively, select **Browse** to display a list of available email accounts.

For IMS you can specify the way in which the .wav files of voicemail messages are to be sent in emails.

Note

- Sending .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

5. To transmit .wav files, check the **Transmit Wave File** box.
6. Choose the option for transmitting the .wav files. Choose either:
 - **Attach wave file to message** to allow a recipient to copy a .wav file for use elsewhere
 - **Embed wave file in message** to allow a recipient to embed a file in a message.

Tip

- An embedded file is compressed and therefore smaller than an attached file.

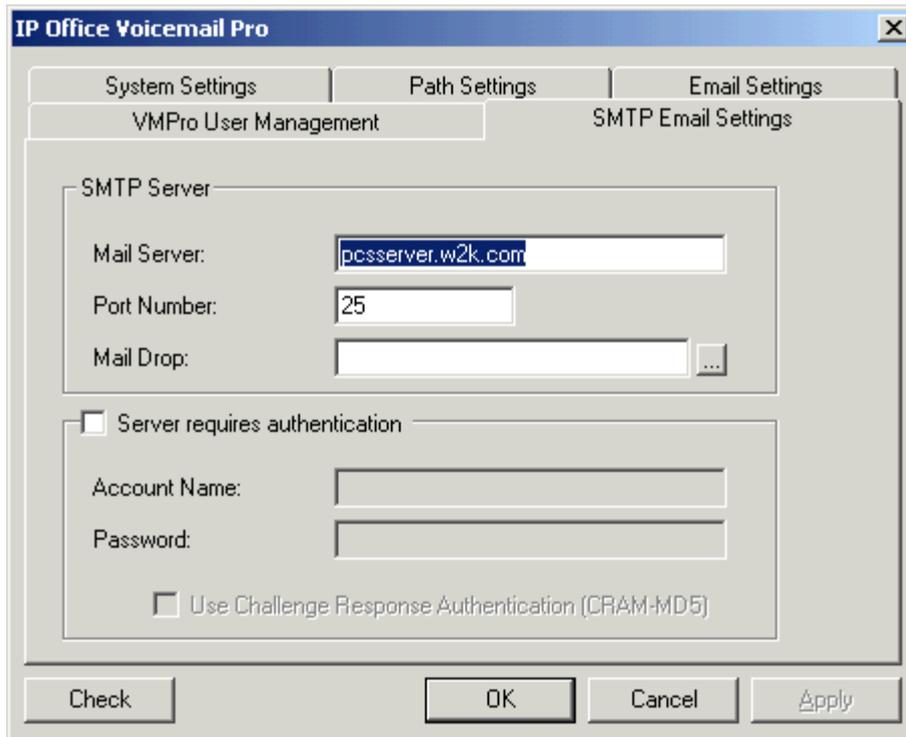
7. Click **Check** to validate the changes that you have made.
8. Click **OK**.
You are prompted to restart the affected services so that your changes are enabled.
9. Choose **Yes**.
The services that are affected by your changes are automatically stopped and restarted.

Configuring SMTP Email Settings

For SMTP email, you need to define connections to external SMTP Email Servers.

To configure SMTP email settings:

1. Open the Windows Control Panel.
2. Select **IP Office Voicemail Pro**.
3. In the IP Office Voicemail Pro window, click the **SMTP Email Settings** tab.



Note

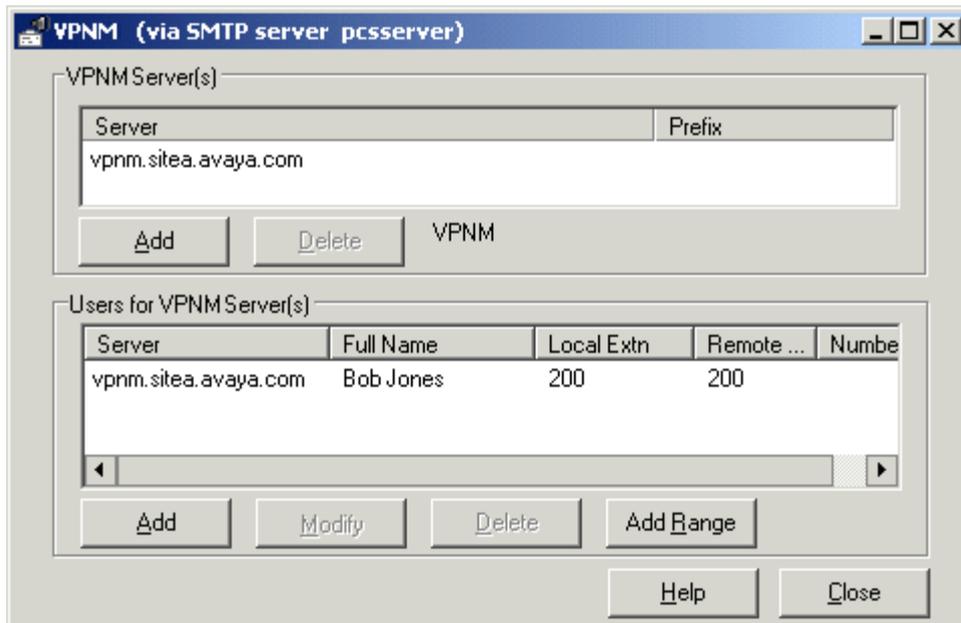
- The details in this tab might vary according to whether IMS or Voicemail Pro Networked Messaging (VPNM) is installed.
4. In the **Mail Server** box, type the name of the SMTP mail server. This should be the fully qualified domain name.
 5. In the **Port Number** box, type the number of the receiving port on the SMTP mail server. The default is 25.
 6. In the **Mail Drop** box, type the name of the destination folder for outgoing emails on the SMTP Server. This is required if VPNM is installed. Alternatively click the browse button and select the folder to use.
 7. To enforce server authentication, check the **Server Requires Authentication** box. This is optional. If you check it you also need to provide the Account Name and Password that need to be entered. You can also choose whether or not to set the **Use Challenge Response Authentication** option.
 8. Click **Check** to validate the changes that you have made.
 9. Click **OK**.
You are prompted to restart the affected services so that your changes are enabled.
 10. Choose **Yes**.
The services that are affected by your changes are automatically stopped and restarted.

Managing VPNM Servers and Users

If VPNM is installed **and** is licensed, you can add, delete and modify VPNM servers and then add, delete and modify users of those servers.

To manage VPNM servers and users:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
4. Click the **VPNM** tab.
This tab is available only if VPNM is installed **and** is licensed.



To add a VPNM server:

1. In the **VPNM Server(s)** section click **Add**.
2. Enter the fully qualified domain name of the server and the two digit access prefix.
3. Click **OK**.

To delete a VPNM server:

1. In the **VPNM Server(s)** section select the server that you need to delete.
2. Click **Delete**.
When a server is deleted, all of the users associated with that server are also deleted.

To add a user to VPNM server:

1. In the **Users for VPNM Server(s)** section, select the VPNM server to which you need to add a user.
2. Click **Add**.
Enter the user's full name, local extension number, remote extension number and full telephone number. All of these details **MUST** be completed before the user can be added.

To change details of a VPNM user:

1. In the **Users for VPNM Server(s)** section, select the name of the user whose details need to be changed.
2. Click **Modify**.
You can change the user's full name, the local extension number and the full telephone number.

Using Voicemail to Give Error Messages

Voicemail can be used to give out messages when certain numbers are dialed. For example, if users are barred from making international calls, rather than giving users the busy tone a recording similar to "International calls are not permitted" could be played instead. The following example could be used:

1. Create a user that will allow you to record the message and give this user a Voicemail Code, for example:
 - **Name:** Barred
 - **Full Name:** Internal calls error message
 - **Extension:** 403
2. Use a short code to access the user's voicemail to enable you to record the message, for example:
 - **Short Code:** *95
 - **Telephone Number:** "?Barred" (*include quotation marks*)
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect
3. Record a new greeting message for the above user, for example. "International calls are not permitted" and save as a continuous loop.
4. Create a short code so that when a user dials an international call they will be played the error message, for example.
 - **Short Code:** 00N
 - **Telephone Number:** "#Barred" (*include quotation marks*)
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect

Using the Voicemail Pro Client to Customize the Server

Overview

The default operation for Voicemail Pro is to emulate Voicemail Lite by providing voicemail for all users and hunt groups.

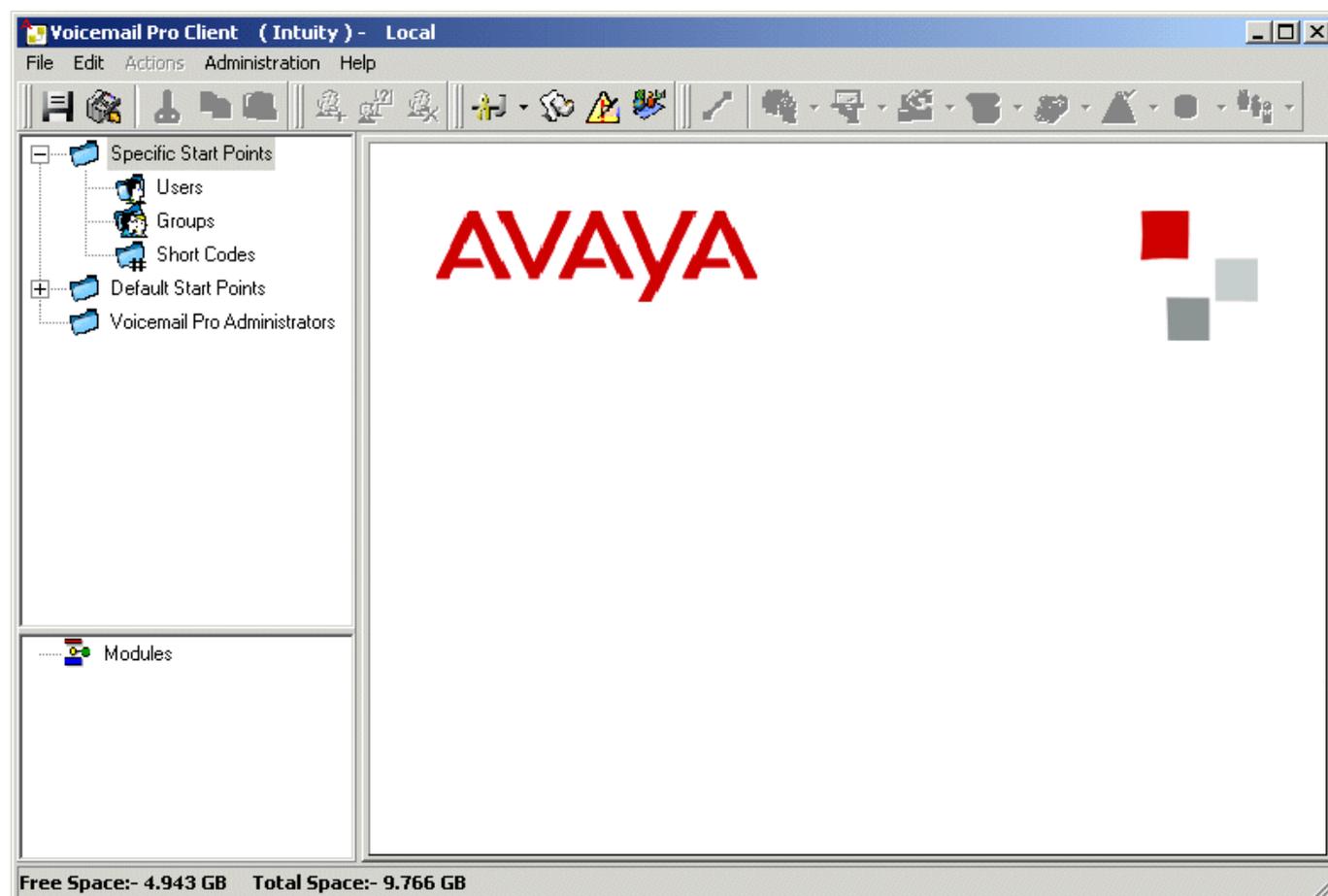
This section describes how you can customize the Voicemail Pro server using the Voicemail Pro Client. The Voicemail Pro Client enables you to work on several servers remotely. You do not need to visit each one on site.

With the Voicemail Pro Client you can program actions for users and hunt groups who require facilities that differ from those provided by a default system. With Voicemail Pro you can also program a series of voicemail actions that is triggered by dialing a short code.

Before you can use the Voicemail Pro Client it helps to understand the different areas of the main Voicemail Pro window and the icons on the toolbar. For more information, see [The Main Voicemail Pro Window and Toolbar Icons](#).

The Main Voicemail Pro Window

The Voicemail Pro Client is a Windows interface used to customize the Voicemail Pro Server.



- The title bar indicates the telephony interface that is being used, namely IP Office or Intuity. For more information, see [Changing the Telephony Interface](#).
- If you are working offline, the title bar displays *Offline*. If you are working online, the name of the connected server is displayed.
- The toolbar across the top of the window provides access to the Voicemail Pro options via icons instead of the menus. See [Toolbar Icons](#).

- The upper left Navigation pane contains an expandable/collapsible list of customizable voicemail start points. See Start Points.
- The lower left Navigation pane contains a library of voicemail modules. For more information, see Introduction to Modules.
- The details pane contains columns of information that are relevant to the current selection in either of the Navigation panes. You can click a column heading to sort the content. For user and hunt group mailboxes the following columns are displayed:
 - Name
The name of the mailbox owner.
 - Call flows assigned
The names of any call flows that have been assigned to the selected mailbox.
 - Extn
The extension number associated with the mailbox.
 - Size (KB)
The size of the mailbox measured by the amount of space, in KB, that is taken up by the .wav files in the specified user's mailbox folder.
 - New
The number of new messages in the mailbox.
 - Read
The number of old messages in the mailbox.
 - Saved
The number of saved messages in the mailbox.
 - Last accessed
The date when anyone last logged into the mailbox.
 - The status bar shows the amount of free space of the drive selected for message storage, as well as the total amount of space of the drive.

For Voicemail Pro Administrators the following details are displayed:

- Name
The name of the administrator.
- Type
The type of administrator, namely standard or administrator.
- Status
The status of the administrator, namely whether they are Active, Inactive or locked. Note that an administrator is shown as active when they are connected to a Voicemail Pro server.



Toolbar Icons

The Voicemail Pro screen provides the following icons. Note that these may be grayed out according to which area of the Voicemail Pro screen is currently active.

-  **Save as:** See Saving and Making Live.
-  **Save & Make Live:** See Saving and Making Live.
-  **Cut:** Removes currently highlighted text and copies it to the Windows clipboard.
-  **Copy:** Copies currently highlighted text to the Windows clipboard.
-  **Paste:** Pastes the contents of the Windows clipboard to the current cursor position if appropriate.
-  **Add Start Point:** See Adding a Start Point.
-  **Edit Start Point:** See Editing a Start Point.
-  **Delete Start Point:** See Deleting a Start Point.
-  **Preferences:** See Setting Up General System Preferences.
-  **User Defined Variables:** See User Defined Variables.
-  **Conditions Editor:** See Conditions.
-  **Campaigns:** See Introduction to Campaigns.
-  **Connection:** See Connections.
-  **Basic Actions.**
-  **Mailbox Actions.**
-  **Configuration Actions.**
-  **Telephony Actions.**
-  **Miscellaneous Actions.**
-  **Condition Actions.**
-  **Database Actions.**
-  **Queue Actions.**

Changing Mailbox Operation Mode

The features available in Voicemail Pro mailboxes depend on whether the mailbox is working in IP Office mode or Intuity mode. As an administrator you can switch between modes. The title bar of the main Voicemail Pro window shows the current mode (telephony interface) in parentheses.

To change the mailbox operation mode:

1. From the **Administration** menu, select **Preferences**.
2. From the **Preferences** sub-menu, select **General**.
3. Select the **General** tab.
4. In the **Default Telephony Interface** box, select **Intuity** or **IP Office**. The chosen mode is displayed in the title bar of the main Voicemail Pro window. The change takes effect immediately. There is no need to restart.

Including Other Files

In some special circumstances it may be necessary to include the settings of an existing **.vmp** file into the Voicemail Pro settings.

To include other files:

1. From the **File** menu, select **Includes**.
The Configuration Includes window opens.
2. Click **+** to display the New Include File window so that you can select a file to include.
3. Select a file and click **Open**.
4. Click **X** if you need to remove an included file. The highlighted include file is removed but not deleted.
5. Click **Update** to update the Voicemail Pro file settings.

Note

- If you use included files, the Voicemail Pro database contains only a pointer to the name and location of the files and not the actual files. Therefore you should not move or rename an included file. It is strongly recommended that before you include a file, you place it in the same folder as **Root.vmp**.

Importing and Exporting

You can import or export all Voicemail Pro settings at once (in database file **.mdb file**) or as individual modules. A module file (**.mod**) can contain one or several modules. Importing and exporting might be useful when you are upgrading a system so that you do not need to start from scratch. For example you can import existing callflows instead of having to recreate them.

Warning

- If a module of the same name already exists it will be overwritten by the one that you import.

Important

- Importing and exporting does not apply to prompts. Prompts must be moved as separate items or re-recorded.

To import or export a file:

1. From the **File** menu, select **Import or Export**.
2. Choose whether to **Import** call flows or **Export** them.
3. Click **Next>**.
4. If you are importing, enter the name of the file to import. If you are exporting, enter the name of the file to which you want to export. Alternatively, click **Browse** and select a file.

Note

- When you export modules to a module file, you are prompted to select the modules to export. Similarly when importing modules from a module file, you are prompted for the modules to import. Note that if a module of the same name already exists it is overwritten.
5. Click **Next>**.
Module files can contain several modules, select the module required and click **Next>**
 6. Click **Finish**.
If you have imported a database file, select **Save & Make Live** before you close the Voicemail Pro Client. Otherwise the imported file will not be applied. The existing database is overwritten and a backup copy is saved in the folder **DB Backup**.
 7. Click **Close**.

Saving Configuration Changes and Making them Live

Voicemail Pro settings, such as callflow details, are stored in a database file (**Vmdata.mdb**). To be used by the Voicemail Server they must be saved as a **Root.vmp** in the voicemail server folder.

To save configuration changes without making them live:

1. Choose  **Save as** to save the database as a **.vmp** file with the name that you specify. You can then copy the file to other systems.

To save configuration changes and make them live:

1. Choose  **Save & Make Live** to save the settings in a file called **Root.vmp** in the voicemail server folder. To find out how to set the location of this folder, see [Setting the Location of Voicemail System Folders](#).

If you are working remotely in Offline mode you are prompted to select whether to save your changes to the local database or to the remote server.

Adding an Administrator

If you are an administrator you can add other administrator users and you can give them the authority to carry out standard or more powerful administration tasks using the Voicemail Pro Client.

A standard administrator (Standard Client user) can perform administration of callflows using the Voicemail Pro Client. A standard administrator can change their own password but cannot add or remove Client users or change passwords.

A more powerful administrator (Administrator Client user) can add and remove Client users and set and change passwords.

To add an Administrator:

1. Display the main Voicemail Pro window.
2. In the Navigation pane, highlight **Voicemail Pro Administrators**. The name, type and status of any existing Voicemail Pro administrators are displayed in the details pane.
3. Right-click anywhere in the details pane.
4. Select **Add**.
The Add Administrator window is displayed.
5. In the **User Name** box, type the name for this administrator.
The name must be at least 5 characters long and must not contain spaces or any of the following characters: \ / : * ? < > | , ;
6. In the **New Password** box, type a password for the administrator.
A password must be at least 5 characters long and must not contain spaces or any of the following characters: \ / : * ? < > | , ;
7. In the **Confirm New Password** box, type the password again for confirmation purposes.
8. From the **Type** list, select the type of user. Choose from Administrator or Standard.
9. By default new users are created as Inactive. Their status changes to Active when they connect to a Voicemail pro server.
10. Save the changes.

Changing Authority Level for an Administrator User

You can change the authority level of a standard user to an administrator and vice versa.

To change the authority level of a user:

1. Display the main Voicemail Pro window.
2. In the navigation pane, highlight **Voicemail Pro Administrators**.
The name, type and status of every current Voicemail Pro administrator are displayed in the details pane.
3. Highlight the name of the administrator user whose authority level you need to change.
4. Right-click.
5. Select **Modify**.
The Modify Administrator window is displayed.
6. From the **Type** list, select the type of user. Choose from Administrator or Standard.
7. Save the changes.

Deleting an Administrator

For security it is good practice to delete administrator users as soon as they are no longer required.

To delete an administrator:

1. Display the main Voicemail Pro window.
2. In the Navigation pane, highlight **Voicemail Pro Administrators**.
The name, type and status of every current Voicemail Pro administrator are displayed in the details pane.
3. In the details pane highlight the name of the administrator to delete.
4. Click **Delete**.
A message is displayed to confirm whether you want to delete. If not, for example if you have chosen the wrong name, click **Cancel**. If you are sure that you want to delete the selected administrator, click **Yes**. The selected administrator is deleted.
5. Save the changes.

Changing Your Password

If you are a standard user, you can change your own password when you are working in online mode. If you are working offline, the Change Password option is not available. For information about changing mode, see Switching Between Online and Offline Mode.

To change your password:

1. From the **File** menu, select **Change Password**.
The Change Password window opens.
2. In the **New Password** box, type the new password.
3. In the **Confirm Password** box, retype the new password.
4. Save the changes.

Resetting a Password

If you are an administrator you can reset the password of another administrator or standard Voicemail Pro Client user.

To reset a password:

1. Display the main Voicemail Pro window.
2. In the navigation pane, highlight **Voicemail Pro Administrators**.
The name, type and status of every current Voicemail Pro administrator are displayed in the details pane.
3. Highlight the name of the administrator user whose password you need to change.
4. Right-click.
5. Select **Modify**.
The Modify Administrator window is displayed.
6. In the **Password** box, type the new password.
7. In the **Confirm Password** box, type the new password again.
8. Click **OK**.
9. Save the changes.

Releasing a Locked Administrator Login

If an administrator tries unsuccessfully to log in to the Voicemail Pro Client 3 times consecutively, their user ID is locked and cannot be used for 1 hour. As an administrator you can release a locked ID so that the other person does not need to wait.

To release a locked user login:

1. Display the main Voicemail Pro window.
2. In the navigation pane, highlight Voicemail Pro Administrators.
The name, type and status of every current Voicemail Pro administrator user are displayed in the details pane.
3. Highlight the name of the administrator user whose ID has been locked.
4. Right-click.
5. Select **Modify User**.
The Modify User window is displayed.
6. From the **Status** list, select **Inactive**. The status changes to active when the administrator connects to Voicemail Pro.
7. Click **OK**.
8. Save the changes.

Managing Voicemail Pro Users

Overview

You can use the Voicemail Pro Client to carry out user some administration tasks remotely on different servers. This saves you from having to visit each server individually.

With the Voicemail Pro Client you can:

- Add an administrator user. For more information, see Adding an Administrator.
- Release an administrator user's login if they have been locked out after three unsuccessful login attempts. For more information, see Releasing a Locked Administrator Login.
- Change an administrator user's authority level from standard to administrator or vice versa. For more information, see Changing Authority Level for an Administrator.
- Delete a selected administrator user. For more information, see Deleting an Administrator.
- Change the inactivity timeout. For more information, see Changing the Inactivity Timeout.
- Reset a user's password. For more information, see Resetting a Password.

If you add a new user, you need to configure some settings in IP office Manager. For information, see the IP Office Manager help and guide. In particular you need to:

- Configure the voicemail settings for the user. For information, see also Configuring Voicemail for Individual Users
- Set up the numbers that the user would like to use for their transfer options. For information, see also Setting Up Voicemail Transfer Options for a User

Configuring Voicemail for Individual Users

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

To configure voicemail for individual users:

1. In IP Office Manager, display the **Voicemail** tab for one user at a time and configure the settings as required for each.

The screenshot shows the 'Voicemail' configuration tab for a user in IP Office Manager. The interface includes several input fields and checkboxes. At the top, there are tabs for 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source Numbers', 'Telephony', 'Forwarding', 'Dial In', and 'Vc'. The 'Voicemail' tab is active. The configuration options are:

- Voicemail Code: [Text Input Field]
- Confirm Voicemail Code: [Text Input Field]
- Voicemail Email: [Text Input Field]
- Voicemail On:
- Voicemail Help:
- Voicemail Ringback:
- Voicemail Email Reading:
- Voicemail Email: [Text Input Field]
- Off: Copy: Forward: Alert:
- Reception / Breakout (DTMF 0): [Text Input Field]
- Breakout (DTMF 1): [Text Input Field]
- Breakout (DTMF 2): [Text Input Field]

VoiceMail Code

Default = Blank

A code (1-15 digits) used by the voicemail server to validate access to this user's voicemail box. This is required when users retrieve voicemail messages remotely, ie. from another user's extension or from an external telephone, e.g. a mobile. If remote access is attempted and a VoiceMail Code has not been configured, the message *"Remote access is not configured on this mailbox"* will be played.

- **Confirm VoiceMail Code**

The VoiceMail Code must be retyped to ensure it has been correctly entered.

VoiceMail Email

Default = Blank

An email address can be used for sending email alerts about new messages. See VoiceMail Email. Also used for email reading.

VoiceMail On

Default = On

When on, the mailbox is used to answer the user's unanswered or busy calls.

VoiceMail Help

Default = Off

For VoiceMail systems that are running in IP office mode, this option controls whether users hear an additional prompt when they retrieve messages. The additional prompt is *"For help at any time press 8"*.

Note

- This option does not affect Intuity emulation mailbox mode (VoiceMail Pro) where the prompt *"For help at any time press *4"* is played.
- Even if VoiceMail Help is set to off, IP Office mode users can still press 8 at any time and hear the list of VoiceMail features. This setting turns on/off the audible help message. It does not disable the actual feature.

VoiceMail Ringback

Default = Off

If enabled and a new message has been received, the voicemail server will call the user's extension whenever it returns from off-hook to on-hook. The voicemail server will not ring the extension more than once every 30 seconds.

VoiceMail Email Mode

Default = Off

Controls the method of operation of VoiceMail Email above.

- **Off:** VoiceMail email mode not used.
- **Copy:** A copy of the message is sent to the email account.
- **Forward:** Messages are sent to the email account and deleted from the VoiceMail server.
- **Alert:** Notification that a new message has been received is sent to the email account.

VoiceMail Email Reading

Sets whether the VoiceMail Email address can be used for email reading. See Email Reading.

Reception/Breakout (DTMF 0)

Type the number to which callers are to be transferred if they are directed to voicemail and press 0. Typically this is the reception number.

Breakout (DTMF 1)

Type the number to which callers are to be transferred if they are directed to voicemail and press 2. This number might be, for example, the number of a colleague of the mailbox owner whose extension was originally dialed.

Breakout (DTMF 2)

Type the number to which callers are to be transferred if they are directed to voicemail and press 3. This number might be, for example, the mobile or cell number of the mailbox owner whose extension was originally dialed.

Setting Up Voicemail Transfer Options for a User

After a caller has been routed to a mailbox to leave a message, the mailbox owner can offer the option of transferring to a different number, for example:

- To speak to a receptionist callers can dial 0
- To speak to a secretary callers can dial 1
- To connect to an external number such as the user's mobile or cell phone, callers can dial 2.

Before a mailbox owner can use this feature, you must set up the numbers that they want to use for their transfer options.

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide. Mailbox owners can find the instructions that they need in either the IP Office Mailbox User Guide or IP Office Intuity Mailbox user Guide.

To set up voicemail transfer options for a user:

1. In IP Office Manager, display the user's **Voicemail** tab.
2. In the **Transfer Number** boxes 0 to 2, enter the numbers to use for the transfer options. For example in **Transfer Number 0**, type the extension number for reception so that if a caller presses 0 they will be transferred to reception.
3. Ask the mailbox owner to record a new greeting message to inform callers that they can press **0**, **1** or **2** for different transfer options.

Notes

- When a Leave Mail action is used in a custom call flow to access the mailbox, operation differs.
 - For IP Office mode, the call follows the Leave Mail action's Failure or Success results depending on whether the caller presses 0 before or after the record tone.
 - For Intuity mode, pressing 0 always follows the mailbox user's Voicemail Reception setting.

Changing the Inactivity Timeout

While a user is logged in using the Voicemail Pro Client, other users cannot log in. By default a timeout is set so that users are sent a warning message and logged out automatically if they have not been active for 5 minutes.

When the user receives the warning message they can reset the inactivity timeout so that they are not logged out. This is provided that they have not already been logged out and another Voicemail Pro Client has not already connected to the Voicemail Pro Server

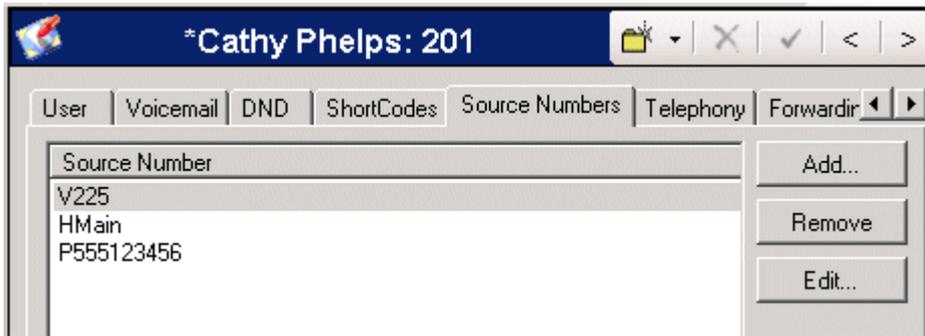
As an administrator user you can change the timeout to a period of between 1 and 60 minutes.

To change the inactivity timeout:

1. Display the main Voicemail Pro window.
2. From the **Administration** menu, select **Preferences**.
3. From the **Preferences** submenu, select **General**.
The **General** tab is displayed.
4. From the **Client/Server Connection Timeout** list, select the number of minutes after which an inactive user of the Voicemail Pro Client will receive a warning message and then be automatically logged out.

Configuring User Source Numbers

This tab in the **User** form gives a list of **Source Numbers**. Several of these numbers can relate to voicemail operation.



Source Number: *Default = V plus own extension number*

Right-click within the Source Number area and click **Add**.

V<Callers CLI> = Voicemail Trusted Source access

Allows access to the user's mailbox from a specified CLI number, e.g. V201 or V7325551237 without entering the mailbox access code. The default is the user's own extension number but additional numbers may be added. **Note:** *Only supported by Voicemail Lite and Voicemail Pro using IP Office Mailbox mode.*

H<Group Name> = Hunt Group Voicemail Indication

Allows the user to receive message waiting indication of new group messages. Enter **H** followed by the group name, e.g. **HMain**. See Hunt Group Message Waiting Indication.

P<Telephone Number> = Voicemail Ringback Number

This entry sets the destination for callback (outbound alert) calls from voicemail. Enter **P** followed by the telephone number including any necessary external dialing prefix, eg. **P917325559876**. This facility is only available when using VoiceMail Pro through which a default Callback or a user specific Callback start point has been configured. This feature is separate from voicemail ringback which alerts the user's own extension. See Callback (Outcalling)

Using Start Points

Start Points

Voicemail Pro consists of a number of start points. When the Voicemail Server receives a call, it looks for a matching start point and if it finds one it then provides a series of actions linked to that start point. If no match is found then it provides standard voicemail functions to the call.

The Navigation pane contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, short codes and defaults start points.

-  **Specific Start Points:** This folder contains the start points for users, groups and short codes.
 -  **Users:**
This folder contains start points set up for individual users.
 -  This is a user who has one or more start points configured. It can be expanded to show the different start points.
 -  **Collect:** Used when the user rings voicemail.
 -  **Leave:** Used for calls to the user that are redirected to voicemail
 -  **Callback:** Used when voicemail rings a user to inform them of messages in the user's mailbox, see [Callback \(Outcalling\)](#).
 -  **Groups:**
This folder contains start points set up for hunt groups.
 -  This is a group that has one or more start points configured. It can be expanded to show the different start points.
 -  **Collect:** Used when someone accesses the group's mailbox.
 -  **Leave:** Used when calls to the hunt group are redirected to voicemail.
 -  **Queued & Still Queued:** Used when calls to the group are queued. See [Voicemail Pro Queuing](#).
 -  **Short Codes:** This folder contains any start points set up for particular short codes.
 -  An individual short code on the IP Office. Note that this requires a matching special Short Code to be set up in Manager, see [Short Code Start Points](#).
 -  **Default Start Points:**
Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Server that don't match a specific start point. See [Default Start Points](#).
 -  **Modules:**
Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow. See [Voicemail Pro Modules](#).

Adding a Start Point

To adding a start point:

1. Either click **Users**, **Groups** or **Short Codes** and then , or right-click the mouse on **Users**, **Groups** or **Short Codes** and select **Add**.
2. Select the name that matches the user or group on the telephone system or enter the short code (see additional short code note below).
3. For users and groups select the types of start points required.

Short Code Start Points

Short code start points require the Telephone Number entry of the matching short code in the IP Office Manager to be set up in a particular way. For example, if a Start Point for short code *88 is set up, the settings for short code *88 in the IP Office Manager application must be as follows:

- **Short Code:** *88
- **Telephone Number:** *88
- **Feature:** Voicemail Node.

The above will allow internal callers to access the start point. To allow external callers access, an Incoming Call Route should be set up with the destination *88.

Editing a Start Point

To edit a start point:

1. In the Navigation pane of the main Voicemail Pro window, either select the start point to edit and click  or right-click the start point and select **Edit**.
2. You can change the types of start points.

Note

- If you deselect an existing start point you delete all actions associated with it.

Deleting a Start Point

To delete a start point:

1. In the Navigation pane, either select the start point to delete and click  or right-click the start point and then select **Delete**.

Renaming a User, Group or Short Code

To rename a user, group or short code

1. In the Navigation pane, right-click the user, group or short code and select **Rename**.
2. Type the new name.
3. Press Enter.

Default Start Points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists.

-  **Collect:**
Used when a caller attempts to access a mailbox.
-  **Leave:**
Used when a caller is redirected to voicemail.
-  **Callback:**
Used when the voicemail calls a user to inform them about messages in a mailbox. See Callback (Outcalling).
-  **Queued & Still Queued:**
Used for callers queuing for a hunt group. See Voicemail Pro Queuing.

When a default start point is used, the following actions can attempt to recognize who the presumed user is (the internal user calling or being called) and access the matching mailbox for that user (unless the action specifies another mailbox):

- **Get Mail Action**
- **Leave Mail Action**
- **Play Configuration Menu**
- **Listen Action**
- **Record Name Action**
- **Edit Play List Action**

The following actions will automatically recognize who the presumed user is and then use that user's Voicemail Reception settings (unless the action specifies another mailbox):

- **Transfer Action**
- **Assisted Transfer Action**
- **Whisper Action**

Viewing Start Points and Modules as Text

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. You can then display the contents of the text file on the screen or manipulate it as you would any other text file.

To view a start point or module as text:

1. Select the start point or module in question. For more information about start points or modules, see Start Points or Modules
2. From the **File menu**, select **View as Text**.
The content is displayed on the screen.

Connections

The actions that are added to a start point must be connected before they can be used. The sequence of the connections determines how the call is routed through voicemail.

Each action can have a number of results (**True**, **False**, **No Answer**, **Busy**). The types of results depend of the type of action. For each result, a connection can be added.

- Most actions only have a **Next** result, i.e. a single connection to the next action.
- Other actions may have two results, for example **True** or **False**. Each of these results represents a connection point for different following actions.
- Some actions may have multiple results. For example the Assisted Transfer action has results for **Next**, **No Answer** and **Busy**. Each of these results represents a connection point for different following actions.
- If a result occurs, for which no connection to a following action has been set, either the call is disconnected or, if it came from a hunt group queue, it is transferred back to the queue.
- Within modules, all connections should end in another action or in a Module Return action.

Adding a Connection

To add a connection:

1. Click the  icon.
2. Click and drag the cursor from action's result that triggers the connection to the action that should follow the connection.

Deleting a Connection

If you delete an action you delete any connections attached to that action.

To delete a connection:

1. Click the connection to delete. It is displayed in red.
2. Either select **Edit** and then **Delete** or right-click and then select **Delete**.

Using Variables

Overview

A number of system variables exist which can be used to perform tasks. For example, \$NAM can be used to speak the user's name within an actions entry prompt. System variables can also be checked by Compare element in a condition and thus branch the call flow according to the variables value. For more information, see System Variables.

You can create user variables, the value of which can be set using a  **Set User Variable** action within a call flow. The options presented to a caller can also be branched using a  **Test User Variable** action to check the current value of the variable. For more information, see User Defined Variables.

System Variables

Here is a list of the system variables that are available in Voicemail Pro.

Notes

- Unless otherwise stated, variables are session based. This means that the data is specific to a particular call within Voicemail Pro and does not persist between calls.
- Some system variable can be played as prompts. For more information, see Using System Variables as Prompts.
- **\$CLI**
Holds the CLI of the caller if available.
- **\$CP**
The 16 variables **\$CP0** to **\$CP15** are used to store values (call parameters) for the duration of a call. Values can be written into these variable the Generic action command **CPx:<value>** where **x** is 0 to 15 and **<value>** is the value to be stored.
- **\$DBD**
A set of 6 system variables **\$DBD[0]** to **\$DBD[5]**. These represent the fields of the currently selected database record in a call flow where database actions are being used.
- **\$ETA**
Holds the expected time to answer in minutes for a queued caller. Can be used to speak the value as a prompt or to test the value in a condition. Only available when using Queued and Still Queued start points. See \$POS below.
- **\$KEY**
Holds the last DTMF key series entered. See Example Call Flow: SelfSelect Module.
- **\$LOC**
Holds the current locale setting of the IP Office system or the user if different. See Switching Custom Prompts - Using \$LOC.
- **\$NAM**
Holds the name of the mailbox user (blank for short codes).
- **\$RES**
Holds the value of the result of the previous action. For example when a call flow has been branched by an action that has **True** and **False** results, on one branch the value of \$RES is "True", on the other "False".
- **\$POS**
Holds the position of a queued caller. Can be used to speak the position as a prompt or test the value in a condition. Only available when using Queued and Still Queued start points. See Example Call flow Using \$POS.
- **\$SAV**
Holds the last saved result. This can be entered using the following entry in a Generic action, **Save:<value>**, for example **Save:\$KEY** or **Save:1234**.
- **\$UUI**
Available when a recording is triggered by auto-recording. Hold the user name, hunt group name or account code that triggered the auto-recording process. See Customizing Auto Recording.
- **\$VAR**
A general variable which can hold amongst other things DTMF key sequences.

Speaking Variables to Callers

System variables can be entered in the place of wav file name in the Wav Editor. The value of the system variable will then be spoken. This applies to **\$NAM**, **\$POS** and **\$ETA** in queuing call flows and to any variable that contains numeric values. Numbers are spoken as a series of single digits, for example 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a Speak Text action used.

User Defined Variables

Pressing **F8** or clicking on the  icon display the **User Defined Variables** menu.

You can create user variables, the value of which can be set using a  **Set User Variable** action within a call flow.

The options presented to a caller can also be branched using a  **Test User Variable** action to check the current value of the variable

Example:

- Using the **User Defined Variables** menu, create a variable called **reception**.
- Create a short code start point that connects to a **Set User Variable** action that sets the variable **reception** to **open**. Create another short code start point to set **reception** to **closed**. Create the matching short codes on the telephone system.
- For calls using another start point, you can now use the **Test User Variable** action to test whether the value of **reception** is **open**. The action has **true** and **false** results which you can link to the appropriate following actions, for example transferring calls to the reception desk or to a mailbox.

Using Voicemail Pro Actions

Overview

When a start point has been added, it can be linked to an action. Each action can have one or several results, depending on the type of action, and each result can be linked to a subsequent action. In this way you can build up a call flow.

You can double-click an action display its properties as a series of tabs. Many actions share the same standard tabs (**General**, **Entry Prompts**, **Reporting** and **Results**) but each usually also has a Specific tab that contains options unique to that Action's function.

For more information about the actions that are available for you use in call flows, see Available Actions. For more information about adding an action to a call flow see, Adding an Action.

- **Using Modules**

Modules are reusable sets of actions. They allow you to create a sequence of actions that you can then use within any other start point's call flow. Changes to the module will affect all start points using that module. This simplifies the programming if a number of start points need the same sequence of actions.

To add an action:

1. Select the start point to which you want to add an action and then click inside the right-hand panel.
2. Display the **Actions menu** and select the type of action type that you want to add, for example **Basic Actions**.
3. From the submenu, select the required action, for example if you chose Basic Actions, you might choose Speak text.

Alternatively on the toolbar, click the icon for the required type of action and then select an action from the submenu. The cursor changes to show that you have selected an action to add.

4. In the details pane, click the point where you want to add the action.
The new action is added. You can now edit the action and add connections to it. For more information, see Editing an Action. If you add an action and then decide that it is no longer required, you can delete it. For more information see Deleting an Action.

Available Actions

The available actions are:

-  **Start Point Action** - The first action in any sequence.
-  **Module Action** - An inserted module of actions.

Choose an action from the following menus and submenus:

Basic Actions

These actions are chiefly used to control the routing of a call between actions.

 **Generic Action:** Direct entry of text commands.

 **Speak Text Action:** Allows text to be entered and then played to the caller. Requires TTS to be installed and licensed.

 **Menu Action:** Branch according to touch tone selection.

 **Goto Action:** Go to another start point.

 **Disconnect Action:** Disconnect the call.



Home Action: Return to the start point.



Module Return Action: Return to the start of a module.



Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.



Get Mail Action: Collect messages in a mailbox.



Leave Mail Action: Leave message in a mailbox.



Listen Action: Record to a mailbox.



Voice Question Action: Record response to a prompt.



Campaign Action: Access a campaign to read or leave messages.



Configuration Actions

These actions allow a caller to change the settings of a user or hunt group mailbox.



Edit Play List Action: Re-record a prompt.



Record Name Action: Re-record a mailbox name.



Play Configuration Menu Action: Change user or group settings.



Select System Prompt Language Action: Change the prompt language.



Telephony Actions

These actions relate to telephony functions such as call transfers.



CLI Routing Action: Route on a CLI match.



Route Incoming Call Action



Route by Call Status



Transfer Action: A blind transfer.



Whisper Action: Screened transfer.



Call List Action: Transfer to a user selected choice.



Dial by Name Action: Select user/group by keypad letters.



Conferencing Center



Assisted Transfer Action: A transfer with assistance for callers.



Alphanumeric Action



Miscellaneous Actions



eMail Action: Email a recording.



Open Door Action: Open and/or close a door relay.



Alarm Set Action: Set an alarm call time.



Clock Action: Play the time to the caller.



Post Dial Action: Play a recording to an extension.



VB Script Action: Allows Visual Basic to be used to script call flow events.

 **Remote Call Flow:** Allows call flows developed elsewhere to be included in an existing call flow.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

 **Test Condition Action:** Test whether a condition is true or false.

 **Set User Variable Action:** Set a variable to a particular value.

 **Test User Variable Action:** Test the value of a variable.

 **Check Digits Action:** Check if user dialing matches set digits.

Database Actions

These actions relate to retrieving and adding data to a database. The use of databases with Voicemail Pro requires entry of an appropriate IP Office license key.

 **Database Open Action:** Open a database.

 **Database Execute Action:** Perform an action on a database.

 **Database Get Data Action:** Get information from a database.

 **Database Close Action:** Close a database.

Queue Actions

These actions are associated with hunt group queues and so are not available to user and short code start points.

 **Queue ETA Action:** Speak the caller's expected time to answer.

 **Queue Position Action:** Speak the caller's queue position.

Editing an Action

You can change the properties of an action if necessary. For example, you can select different entry prompts or you can specify the actual text to be spoken when an action is taken.

To edit an action:

1. Double-click the action in the details pane or right-click it and select **Properties**.
2. The **Properties** window is displayed. It shows details of the selected action across a set of tabs.
3. Select a tab and change the action properties as required.
4. Click **OK** when you have finished.

Deleting an Action

If an action is no longer required, you can delete it from a start point call flow.

To delete an action:

1. In the details pane where the actions are displayed, click the action to delete.
2. From the **Edit** menu, select **Delete** or right-click the action and select **Delete**.
3. The selected action is deleted.

Prompts

The Entry Prompts tab of each call flow action allows prompts to be played before the action performs its main role. Multiple prompts can be added and the order in which they are played adjusted.

Clicking  or double-clicking an existing listed prompt starts the Voicemail Pro Wave Editor. This tool allows you to record and play prompts through the Voicemail Pro server PC or through an extension on the IP Office system.

Each action also uses a number of standard prompts once it is invoked. For a sample listing of these prompts see US English Intuity Prompts and English Non-Intuity Prompts.

The **Edit Play List** action can be used in call flows to re-record a specified prompt. This allows the creation of call flow options where the voicemail user can record prompts themselves to reflect changes in operation.

Recording a New Prompt

To record a new prompt:

1. Select the media device to use, either **Telephony Handset** or **PC Multimedia**.
 - If **Telephony Handset** is selected, enter the extension of the telephone to be used.
 2. Enter a file name for the recording.
 3. Click the  record button to record the message.
If the media type selected is Telephony Handset, the telephone extension will ring. When the handset is picked up a message will be heard saying *Record at the tone*.
 4. Speak the message, click  stop button when finished.
 5. To listen to the recording press the  play button. If there is no Media device attached, the recorded message will be heard from the telephone extension.
-

Wave Editor

The Wave Editor is used by Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts.

For more information, see Selecting a Prompt or Recording a New Prompt.

Selecting a Prompt

To select a prompt:

Enter the name of the prompt or use the  button to browse to the required file. Useful files are:

- **en\MC_00** - Plays a bleep.
 - **en\MC_01** - Plays 1 second of silence.
 - Entering **1234.wav** will play "one two three four" (unless a file called 1234.wav has been recorded).
-

Using System Variables as Prompts

Some system variable can be played as prompts. For example:

- **\$NAM** - Plays the user name.
 - **\$CLI** - Speaks the caller's CLI.
 - **\$RES** - Plays the current result if it is a .wav file.
 - **\$VAR** - Plays the variable as a list of digits.
-

Standard Action Tabs

General Tab

The **General** tab provides the following options:

- **Token Name:**
The name to display within the sequence of actions.
- **Description:**
Use this field to enter a brief description or notes about why the action is being used or other information that may be needed.
- **Pin:**
Each action can be protected by a PIN number entered here.
 - The PIN number can be the voicemail code of the presumed user. To do this enter a **\$** symbol. For example, entering **\$** would force the caller to dial their voicemail code, entering **104\$** would force the caller to dial 104 followed by their voicemail code.

Entry Prompts Tab

The **Entry Prompts** tab allows you to create a message that will be played to the caller when they reach this action. The message can consist of several prompts.

- **+Add Prompt:**
Add a prompt to the play list. The dialogue that appears allows the selection of an existing prompt or the ability to specify a new file name and then record the new prompt. See Wave Editor.
- **✎Edit Prompt:**
Edit the details of the currently highlighted prompt.
- **✕Delete Prompt:**
Delete the currently highlighted prompt from the play list. Note that the actual prompt file is not deleted from the server.
- **↑↓Move Prompt:**
Move the position of the currently highlighted prompt in the play list.
- **Allow prompts to be interrupted by Tones:**
Allow the caller to press tone keys to make selections during the playing of the actions entry prompts.

Specific Tab

The contents of this tab vary according to the type of action. In some cases this tab may have a different name, for example **Touch Tones** for the Menu action.

Reporting Tab

The **Reporting** tab provides information that is then used to classify the call details within the reports produced by the CCC products (a separate product from Voicemail Pro).

- **Flag the current call has been answered by Voice Mail:**
The system user may not want the CCC to report a call as answered until it has reached a certain action within the sequence of actions. For example, to not regard a call as answered until the caller has left a message, made a selection from a menu or has been transferred to a user or group.
- **Request to call back the current caller:**
If this option is selected, the CCC will keep a record of the caller's CLI if provided. This is then used within the CCC product to arrange a callback call by an agent.
- **Send reporting information:**
If selected, this option allows various bits of information to be associated with the call. The information is set in the Group name, Topic and Annotation fields. The CCC product uses that information within its call reports.

Results Tab

This tab shows the results available from an action. For the majority of actions the results are fixed and appear grayed out, i.e. they cannot be changed.

For some actions the results are variable.

Basic Actions

Generic Action

 This action can be used to simply play a prompt to the caller through its **Entry Prompts** tab.

This action can be used to enter custom commands for the voicemail server. The maximum length for the string is 128 characters.

One example is using the command *FWD:201#202#203#204#205##* to forward a message to multiple mailboxes, the message being recorded by a preceding **Voice Question** or **Edit Play List Action**. The 128 character length limit restricts a single generic action to 31 three-digits extensions, 24 four-digits extensions and so on. However multiple generic actions can be connected in a chain to bypass this limitation.

Speak Text Action

 This action allows any text to be spoken to the caller. Use of the **Speak Text** action requires TTS (Text to Speech) to be installed and licensed, see Text to Speech.

Specific Tab

- **Text to Speak:**
Enter the text to be spoken.
 - The text can include System Variables such as \$CLI and variables obtained by database actions such as \$DBD[1].
 - The text can include SAPI XML tags to modify how it is spoken, see TTS SAPI Controls.

Menu Action

 This action allows you to specify DTMF tones for which you want to create connections to following actions.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Touch Tones:**
Use the boxes to indicate the DTMF tones for which connections are required. **Note** that each Menu Action supports a maximum of 15 branch options.
- **+Add a Sequence of Tones:**
You can add a sequence of tones to the menu. If a sequence is added, ensure that the associated box is checked before you select **OK**. **Note** that the sequence must be unique. If 5 is selected, no other sequence that begins with 5 can be used.
 - **? = Any Digit:**
The ? character can be used to represent any digit (except * and #). For example 123??? can be used for any six digit string starting with 123. See Example Call Flow: SelfSelect Module.
 - **\$ = Any Sequence of Digits:**
The \$ character can be used to match any sequence of digits for which there is no other match. Key press entry is ended either by the caller pressing # or 5 seconds after the last digit dialed.
 - **F = For Fax Calls**
The F letter can be used to automatically detect any incoming fax calls. Once detected the calls can be routed to another number. See Routing Fax Calls Using a Menu Action.
- **Wait for a key press for up to:**
This option can be used to perform a timeout action if no suitable key match is entered.

Goto Action

 Takes the caller to another start point. **Note:** Though you can connect this action to a following action, the connection will not be used.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Please Select a node to go to:**
Click  to browse for the start point. You can also browse the available call variables. You can also type the name of the start point directly.
 - For short codes the browse method does not work. Instead enter "**Short Code.xxx**" where **xxx** is the short code key sequence.

Disconnect Action

 This action disconnects the caller.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Home Action



Returns the caller to the start point of the calls entry into voicemail.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

- **General Tab:**
The PIN option is not used for this action.

Module Return Action

▲ This action is used within modules only. It creates a connection point from the module to subsequent actions within any call flow that uses the module. A module can use several Module Return actions if necessary.

This action has no properties.

Mailbox Actions

Get Mail Action



Access the messages in the caller's mailbox or a specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

- This action has a **Next** result. However the following conditions apply, based on which mailbox mode the Voicemail Pro server is using.
 - **IP Office mode:**
Users who press **0** while they are logged into their mailbox will be routed to the **Next** result.
 - **Intuity mode:**
Users who press ***0** whilst in their mailbox will be routed to their **Voicemail Reception** number if set. The **Next** result is not used.

Specific Tab:

- **Caller's mailbox:**
The mailbox matching the start point of the call.
- **Mailbox:**
Select or enter the name of the target mailbox. If **?** is entered, Voicemail will prompt caller's to enter the mailbox number required.

Leave Mail Action



Allows the caller to leave a message in the start point's mailbox or in a specified mailbox.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

- The **Leave Mail** action **Success** and **Failure** results. The use of these depend on which mailbox mode the Voicemail Pro server is using.
 - **IP Office mode:** Callers in the mailbox follow the **Failure** or **Success** results depending on whether they press **0** before or after the leave a message tone respectively. This overrides the mailbox user's **Voicemail Reception** setting set in the IP Office configuration.
 - **Intuity mode:** The results cannot be accessed. Callers pressing **0** will always follow the mailbox user's **Voicemail Reception** setting set in the IP Office configuration.

Specific Tab:

- **Caller's Mailbox:**
The mailbox matching the start point of the call.
- **Mailbox:**
Select or enter the name of the target mailbox.
- **VRL:**
If selected, specifies that the message should be transferred to a third-party Voice Recording Library (VRL) application. See Voice Recording Library.

Listen Action

 Allows the caller to leave a message in the start point's mailbox or in a specified mailbox. The caller can only leave a message and cannot access any other mailbox features.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Caller's Mailbox:**
The mailbox matching the start point of the call.
- **Mailbox:**
Select or enter the name of the target mailbox.

Voice Question Action

 This action allows you to create a play list where the caller hears a sequence of prompts and their responses are recorded.

If the play list is completed, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an eMail action.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

-  **Add a Prompt:**
Add a prompt to the play list. The dialogue that appears allows the selection of an existing prompt or the ability to specify a new file name and then record the new prompt. See Wave Editor.
-  **Record a Response:**
Specify the length of the recorded response. The caller also needs to know that they need to speak after the tone.
-  **Edit:**
Edit the settings of the currently highlighted item.
-  **Delete:** Deletes the currently highlighted item from the play list. This does not delete the actual prompt file.
-  **Shuffle:**
Move the currently highlighted item within the play list.
- **Send recording to mailbox:**
Specifies a mailbox into which the recorded file of responses is placed. If no mailbox is specified the file can be passed to an eMail Action.

Campaign Action



This action can be used to either route a caller into a campaign or to allow an agent to access any messages left for a campaign. See Voicemail Pro Campaigns.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Please select a campaign:**
Displays a list of the available campaigns from which a selection can be made.
- **Leave campaign information:**
Select if the action should start the campaign to collect the caller's responses.
- **Pick up campaign information:**
Select if the action should start playing back the response left by callers to the campaign.

Configuration Actions

Edit Play List Action



With this action a caller can record a specified prompt file held on the voicemail server PC. This means that they can re-record prompts other than those for their own mailbox.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **File path:** Specifies which prompt file the action accesses for re-recording.

Record Name Action



This action allows the caller to record the mailbox name of their mailbox or a specified mailbox. See Adding a Record Name Module.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Caller's mailbox:** The mailbox matching the start point of the call.
- **Mailbox:** Select or enter the name of the target mailbox.

Play Configuration Menu Action

 This action allows various user or hunt group settings to be altered. Because of the nature of this action it should always be protected by a PIN code in its General tab. See Using a Play Configuration Menu Action.

The options given when a caller accesses this action are:

For a user:

1. Edit forwarding number.
2. Edit follow me number.
3. Set call forwarding.
4. Set voicemail on/off.
5. Set do not disturb.
6. Edit voicemail code.
7. Edit voicemail reception.
8. Set voicemail email mode.
9. Edit voicemail callback number.

For a hunt group:

1. Set voicemail on/off.
2. Edit voicemail code.
3. Set voicemail email mode.
4. Set service mode.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Caller's mailbox:** The mailbox matching the start point of the call.
- **Mailbox:** Select or enter the name of the target mailbox.

Any changes made using this type of action are written to a file called "AuditTrail.txt" on the Voicemail Server PC. The file includes the time, date, details of the change and the CLI of the caller making the change.

Select System Prompt Language Action

 This action is supported on Voicemail Pro 1.2.6 or higher. It allows the system to alter the language spoken during a call flow. For an example see Using the Select System Prompt.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Possible system prompts:**
List of all prompt languages that could be installed on the system.
- **Installed on the Server:**
Displays if the prompts for a particular language are installed on the server. If a language is selected which is not loaded on the Server, the system will automatically select the most appropriate language.

Telephony Actions

CLI Routing Action

 This action has two results for which connections to following actions can be made. The results are **True** and **False**, based on whether the caller's CLI matches that specified by the action.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Does the current CLI match the following number:**
Enter the required CLI number against which the caller's CLI is checked.

Route Incoming Call Action

 This action has two results for which connections to following actions can be made. The results are **Internal** or **External**.

For details of the default tabs see Standard Action Tabs.

Route by Call Status

 This action has four results for which connections to following actions can be made. The results are **No Answer**, **Busy**, **Out of Hours** and **Default**.

The result route used is determined by why the reason the call was routed to voicemail. For example, calls to a hunt group follow either the **No Answer** route or, when in night service, the **Out of Hours** route. Calls to users would follow either the **No Answer** or **Busy** routes.

Where the cause for the call being routed to voicemail cannot be determined or does not fit the criteria above, the **Default** route is used.

For details of the default tabs see Standard Action Tabs.

Transfer Action

 This action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer; if the call returns to the voicemail server again (for example if unanswered) it will be treated as a new call.

More advanced transfers are done using either a Call List Action or Assisted Transfer Action.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Mailbox:**
Enter or select the target extension or group you want to ring.

Whisper Action

 This action plays a recording to an extension. That extension can then either accept or reject the call. Normally the recording played is the result of a preceding **Voice Question** action though a **Listen** action can also be used.

The Whisper action can be connected to a number of following actions according to whether the call is answered, rejected, gets busy or gets no answer.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Play recording to:**
The extension that is rung with the caller's recording.
- **Source of transfer:**
Select the number to display on the target phone.
- **Description:**
Enter a call description to display on the target phone.
- **No answer timeout:**
Sets how long the voice mail server should wait for an answer before following the **No Answer** connection. The whisper action will not go to the target extension voicemail.
- **Prompts played before the recording/Prompts played after the recording:**
These prompts are played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction "Press 1 to accept or hang up to reject".

Call List Action

 With this action a caller can indicate the extension to which they want to be transferred. If selected the caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer, busy and no answer timeout.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Transfer to group:**
If you want to restrict the caller to a particular group you can enter the group here.
- **Prompt user with a list of group members:**
Select if you want the voicemail server to list the group members for the caller.
- **Source of transfer:**
Select the number to display on the target phone.
- **Description:**
Enter a call description to display on the target phone.
- **No answer timeout:**
Sets how long the voice mail server should wait for an answer before following the **No Answer** connection.

Dial by Name Action

 This action is supported on Voicemail Pro 1.2.6 or higher. It allows callers to enter, by dialing on a keypad with ITU standard alphabet markings, the name of the person and/or group they want to contact. The caller is then played a list of available name matches from which they can select. See Example Dial by Name Call Flow

Note

- For a user to be included in the dial by name list, they must:
 - Have recorded a mailbox name.
 - Not be marked as ex-directory.

The action should prompt the caller to dial the name they require and then press #. Callers can also press *# to exit without making a selection.

- If no matches are found, the caller is given the option to retry.
- If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list, i.e. "Press 1 for ..., press 2 for ..., ...".
- If more than 10 matches are found, the caller is prompted to either press # to hear the first 10 or to dial more characters to reduce the number of matches. If they select to play the list, after each set of 10 matches they can either make a selection or follow the prompts for other options.

The action has **True** and **False** connection results. If the caller does not make a selection, the **False** result connection is used. If the caller does make a selection, the selection is stored as the **\$KEY** variable and the **True** result connection is used. **\$KEY** should be entered in the mailbox field of the following action. This method allows a **Dial by Name** action to be used to set the destination for a following action such as **Get Mail**, **Leave Mail**, **Listen**, etc.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Which names will be included in the list?:**
Has options for **Only users**, **Only groups** or **Both users and groups**. Users set to ex-directory through the Manager application are not included.
- **How will the names be sorted?:**
Has options for **By last name** or **By first name**.

Conferencing Center Action

 This action is used in conjunction with the Avaya IP Office Conferencing Center if installed. It provides a route for callers to enter the conference ID and their conference PIN code.

The action also provides a number of results which act as failure options if conference access is unsuccessful. These are **Invalid Conference or Password**, **Conference Not Started**, **Conference Finished**, **Conference Full**, and **Failure**.

Specific Tab

- **Gather conference and pin information before validation:**
If this option is selected, the caller will be asked for the conference ID and then the pin number. The results are collected and then verified. If either entry is invalid the caller is notified but not told which entry is incorrect. If this option is not selected then the entries are validated as they are entered.
- **Allow the delegate to try and enter the conference ID a total of ? times:**
The number of times that a conference ID can be entered is controlled in this section. Up to 10 re-tries can be set. If the ID is entered incorrectly the result **Failure** is returned.

Assisted Transfer Action

 This action transfers the caller to a specific mailbox's extension. The caller hears either silence or music on hold if installed. The transfer is not blind, if the call receives busy or no answer then it returns to follow the appropriate connection.

For details of the default tabs see Standard Action Tabs. This section details only tabs and settings specific to this type of action.

Specific Tab:

- **Mailbox:**
Enter or select the target mailbox whose extension you want rung.
- **Source of transfer:**
Select the number to display on the target phone.
- **Description:**
Enter a call description to display on the target phone.
- **No answer timeout:**
Sets how long the voice mail server should wait for an answer before following the **No Answer** connection.

MS-CRM Call Data Tagging

The **Assisted Transfer** action can be used to pass data to MS-CRM users and pop matching MS-CRM records based on that data. This is done by entering **<MSRM-ACT>=**, followed by a Voicemail Pro system variable, in the action's **Description** field. By default this will be matched against the MS-CRM account number field

For example, a preceding **Menu** action could be used to ask the caller to enter a number. The string **<MSCRM-ACT>=\$KEY** in the **Assisted Transfer** action would pop MS-CRM records with an account code matching the number dialed by the caller.

Matching against other custom fields in the MS-CRM database can also be specified. For example if the database contains a field called Pager, **<MSCRM-ACT=Pager>\$KEY** can be used to match call data to that field.

Alphanumeric Action

 This action allows the caller to input text and numeric values information directly from the telephone keypad with ITU standard alphabet markings. The action following the DTMF Data result can use \$KEY to access the alphanumeric characters.



Users enter data by pressing the key marked with the character required. For keys with multiple marking several key presses are required. For example, to enter **C** the user must press the **2** key three times. After each key press, the associated letter or number is spoken.

To move on to entering the next character, the user should press whichever other key is marked with the required character or first press **#** if the required character is on the key just used.

Controls available are:

- **#** - Accept last character and begin entry of next character.
- ***1** - Hear characters entered so far.
- ***2** - Delete all characters entered so far.
- ***3** - Delete last character entered.
- ***#** - Accept the set of characters entered and go to next call flow action.

Specific Tab

- **Play Help:**
If selected instructions are given to the caller explaining how to enter information.
- **Timeout**
This section allows a delay to be specified and enabled. If no key press occurs within this period, the call flow follows the action's Timeout result connection.
 - **Wait for a key press for up to**
If checked, enabled the use of a timeout result from the action.
 - **Seconds**
Defines the timeout period.

Results

- **DTMF Data**
This result connection is used if the caller enters some data (ending each character with #) and then presses *#. The data is played back to the caller and the connection is then followed.
- **No DTMF Data**
This result connection is used if the caller presses *# without entering any data.
- **Timeout**
This result connection is used if no key press occurs within the period specified by the action.

Miscellaneous Actions

eMail Action

 This action is used to send a recording to a specific email address.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Send email to:**
The email address of the recipient.
- **Subject:**
The subject line for the email.
- **Content:**
Text to be placed in the email.
- **Attach file to email:**
The recorded file to be attached to the email. If just \$ is entered then the action will use the recording collected by a preceding **Leave Mail** action (see Leave Mail Action) or **Voice Question** action (see Voice Question Action).

Open Door Action

 This action activates either of the door entry relays provided on the IP Office Control Unit.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- Contains the door relay options.

Alarm Set Action

 This action prompts the caller to specify the time at which they want an alarm call and to record a message for the alarm call. The voicemail server will then call the user at that time. A user can set up multiple alarms to occur at different times. Once an alarm has occurred it is deleted.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Clock Action

 This action plays the current time on the Voicemail Server PC. A short code can then be used to have this action replace users making external calls to a 'speaking clock' service.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Post Dial Action

 This action can be used to connect another extension to a specified call flow start point or to play a recording to that extension.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Post wave file:**
Plays a selected wav file. When **Post wave file** is selected there are two options which can be selected.
 - **Play out a looped wave file:**
The wav file will be played in a continuous loop.
 - **Delete the wave file after completion:**
The wav file will be deleted after it has been played.
- **Post the following action:**
Enter the name of the required start point or use the browse button to select the start point. To play a recording, enter **c:\mywavs\hello.wav** (substitute the appropriate file path and file name for the .wav file you want played).
- **To extension:**
Enter or select the extension to which the call should be made. The voicemail server will attempt to make the call every 5 minutes for the next hour until successful.
 - **Page Calls**
IP Office 3.0 in conjunction with IP Office 3.0 allows **Post Dial** to be used to page a .wav file to an extension number. This includes group extension numbers. This is done by entering **PAGE:** followed by the target extension number. In this case the wav file will not loop if selected.

VB Script Action

 This action allows an administrator to construct additional call flow logic using VBScript commands. A number of predefined methods and system variables are available. Any scripting added can be verified by pressing the **Syntax Check** button.

This action has two results (**Success** or **Failure**) for which connections to following actions can be made. The results are based on the Scripting entered in the Specific tab.

- Use of VBScript requires entry of a valid **VM Pro VBScript** license in the IP Office configuration.

Specific Tab:

- **Enter VBScript:**
In the Script area enter the VBScript as required. Details of the System variables and COM methods that are supported are accessible by right clicking in the VBScript area. This script can contain a maximum of 1000 characters.

Remote Call Flow

 This action is supported in Voicemail Pro 3.0 and higher. It allows a call flow, in the form of a .vmp file, developed elsewhere to be included in an existing call flow.

The aim of this action is to allow call flows developed by other applications, such as the IP Office Wizard, to be placed on the Voicemail Pro server and included in its customized call flows.

This action has no results, any follow on call handling is determined by the actions in the remote call flow.

Specific Tab:

- **Remote Call Flow**
This list will show a list of remote call flow files downloaded to the Voicemail Pro server.

Condition Actions

Test Condition Action

 This action has following connections for true and false. Conditions are set through the **Conditions Editor**, see Conditions Editor.

Specific Tab:

- **Return the results of the following condition:**
Allows a selection to be made from the conditions currently setup.

Set User Variable Action

 This action sets a variable to a particular value. Other call flows may then use the **Test User Variable** action to check whether the variable has a particular value.

- **Note:** The variable must first be created using the User Defined Variable menu, see User Defined Variables.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **Assign the following user variable:** The name for the user variable.
- **With the following value:** The value of the variable.

We strongly recommend that this action type is followed by another action (if necessary a **Disconnect** action), whose entry prompt confirms to the caller that the value has been set. In some situations, such as where the **Set User Variable** action is accessed by the user dialing a short code, if the user hangs-up too quickly the variable may not actually be set. Having a following action with a confirmation message encourages users not to hang up too quickly.

Test User Variable Action

 This action has true and false connections that are followed according to whether a user variable matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable.

Specific Tab:

- **This action will return "TRUE" if the following variable:**
The name of the user variable to be checked.
- **Matches the value below:**
The value of the variable that will return a true result.

Check Digits Action

 This action is supported on Voicemail Pro 1.2.6 or higher. It requires the caller to enter a specific sequence of DTMF digits.

The action has **True**, **False** and **Timeout** results. The **True** result connection is used if the caller dials the matching key sequence. The **False** result connection is used if the callers dials a non-matching digit. The **Timeout** result connection is used if the caller does not complete dialing the matching key sequence within the set timeout period.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

Specific Tab:

- **What key sequence will the caller have to match?:**
Enter the key sequence that callers must dial to follow the true result connection. The user's entry should be followed by pressing # to indicate completion. This should be mentioned in the entry prompt.
- **Timeout after:**
Used when a caller doesn't enter any digits or doesn't complete entering matching digits within a set time. When this occurs the action's Timeout result connection is used.

Database Actions

Database Open Action

 This action opens a link to a third party database. If connection to the database succeeds, the result is **OK**, otherwise the result is **FAIL**. If there is a connection to the database already then the current connection is closed and the new one requested will be opened.

- **Note:**
The use of database actions with Voicemail Pro requires entry of a **VMPPro Database Interface** license in the IP Office configuration.

Specific Tab:

- The connection string to open the database can be entered directly into the field. For help on constructing the connection string use the browse button to open the Data Link Properties form.
- **Provider Tab:**
Select the OLE DB Provider of the data that is to be connected to. Click **Next** to move to the Connection Tab.

- **Connection Tab:**
Specific information relating the Database provider needs to be completed. Help of the information required for each of the fields can be obtained by clicking the Help button. Fields available will be dependant on the type of provider. Test that the information entered will allow entry into the database, click the Test Connection button. A message Test Connection Succeeded will show if successfully connected to the database.
 - **Advanced Tab:**
Network Settings & other settings e.g. Access permissions. Fields showing will be dependant on the type of provider selected. Click help for specific information about any of the fields.
 - **All:**
The properties that have been selected on the previous tabs are shown in the All Tab. Amendments can be made as required by selecting the Name and click Edit Value.
-

Database Execute Action

 This action performs an SQL query on a database opened on a preceding **Database Open** action.

Note

- The use of database actions with Voicemail Pro requires entry of a **VMPPro Database Interface** license in the IP Office configuration.

Specific Tab

- **Command to Execute**
This box will contain the SQL query. This can either be entered directly or constructed using the **SQL Wizard** option.

Note

- An SQL query that is generated by the Database Execute Action does not support spaces in field or table names.
 - To avoid problems in a Microsoft Access database, it is advisable to avoid using a field name that has the same name as its field type. For example, you should avoid using the name *Number* for a number field.
-

Database Get Data Action

 Once a query has been made against a database (see Database Execute Action), either a single result or a set of results are returned. This action will allow access to the data items if a set of results are returned.

- **Note:**
The use of database actions with Voicemail Pro requires entry of a **VMPPro Database Interface** license in the IP Office configuration.

Specific Tab

- There are four options on how the data can be retrieved.
 - **Retrieve the next item in the list:**
Allows the call flow to facilitate the stepping through of a list of results returned by the Database Execute action
 - **Retrieve the previous item in the list:**
Allows the call flow to facilitate the stepping through of a list of results returned by the Database Execute action
 - **Retrieve the first item in the list:**
Allows the call flow to facilitate jumping to the start of the list therefore returning all the items in the list.
 - **Retrieve the last item in the list:**
Allows the call flow to facilitate jumping to the end of the list therefore returning all the items in the list.
-

The Database Get Data action has the following possible results:

- **Success:**
The current record has successfully been assigned to the \$DBD variable.
- **At End:**
You have reached the end of the list, the \$DBD variable contains no information.
- **Empty:**
The execute method returned no data, the \$DBD variable contains no information.
- **Failure:**
There was a problem trying to retrieve the next data record, the \$DBD variable contains no information.

Database Close Action

 This action will close the current database connection. If the database is open when a call terminates then a **Database Close** action is run automatically.

- **Note:**
The use of database actions with Voicemail Pro requires entry of a **VMP Pro Database Interface** license in the IP Office configuration.

Queue Actions

Queue ETA Action

 This action plays the estimated time to answer (ETA) to a queued caller. The ETA is calculated based on the queued time of the last 5 queued and answered calls. The ETA is always rounded up to the nearest minute. For an example see Customizing Queuing.

Note that the ETA is calculated and supplied by the IP Office when it requests a queue or still queued message is played to a caller.

- **Note in Incoming Call Route 'Priority'**
The IP Office supports a configurable Priority setting (1, 2 or 3) on Incoming Call Routes. Calls assigned a high priority are moved up any call queue ahead of those with a lower priority. The use of this feature is not compatible with Queue ETA and Queue Position messages as the spoken queue positions and ETA are for some callers may be overridden by calls with a higher priority.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

- **Entry Prompts Tab:**
This tab should include any prompts to play to the caller before they hear their ETA. See Entry Prompts Tab.
- **Specific Tab:**
This tab may include any further prompts to be played to the caller after they hear their ETA.

Queue Position Action

 This action plays the caller their position within the queue of calls for the group. For an example see Customizing Queuing.

Note that the queue position is supplied by the IP Office when it requests a queue or still queued message is played to a caller.

- **Note in Incoming Call Route 'Priority'**

The IP Office supports a configurable Priority setting (1, 2 or 3) on Incoming Call Routes. Calls assigned a high priority are moved up any call queue ahead of those with a lower priority. The use of this feature is not compatible with Queue ETA and Queue Position messages as the spoken queue positions and ETA are for some callers may be overridden by calls with a higher priority.

For details of the default tabs see Standard Action Tabs, this section details only tabs and settings specific to this type of action.

- **Entry Prompts Tab:**

This tab should include any prompts to play to the caller before they hear their position. See Entry Prompts Tab.

- **Specific Tab:**

This tab may include any further prompts to be played to the caller after they hear their position.

Using Modules

Overview

Modules are reusable sets of actions. They allow you to create a sequence of actions that can be reused in another call flow.

Any changes to a module will affect all other start points that are using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of a call flow.

- To create connections from results within a module, to other actions within the start point using the module, you must add and connect **Module Return** actions to those results in the module.

For more information about creating a module, see [Creating a Module](#).

For more information about adding a module to a start point, see [Adding a Module to a Start Point](#).

Modules can be imported and exported. For more information, see [Importing and Exporting](#).

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. For more information, see [Viewing Start Points and Modules as Text](#).

Creating a Module

To create a module:

1. Click **Modules** and then . Alternatively right-click **Modules** and select **Add**.
 2. Enter a name for the module. This should not match any user or group name on the IP Office. You can now add actions and connections to the module in the same way as for any start point.
 3. To create connections from a module to other actions you must use the **Module Return** action within the module, see [Module Return Action](#).
-

Adding a Module to a Start Point

To add a module to a start point:

1. Select the start point to which you want to add the module action and then click the right-hand panel.
 2. Click and drag the module required from the Navigation pane to the details pane.
-

Running a Module Directly from a Short Code

You can use modules directly in conjunction with short codes. The short code must call the name of the module.

This example short code will run the module called *Special* when a user dials *97.

- **Short code:** For example *97
- **Telephone Number:** "Special" (include quotation marks)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Note

- The service that the user receives will depend on the actions in the module.

Running a Module Directly from an External Call

A module can be applied directly to an incoming (external) call from within the IP Office Manager application.

To run a module directly from an external call:

1. Within the appropriate **IncomingCallRoute** entry, set the **Destination** to the module name prefixed with "VM:".

For example, enter **VM:AutoAttend** to route a call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters. This means that the module name is limited to 12 characters.

If there is a hunt group on the system whose name matches the module name, calls will be routed to that group when the voicemail server is not running.

Routing Calls to Voicemail

Overview

There are different methods by which callers can be transferred to voicemail. The transfer can be used to route the caller to a specific mailbox to leave or collect messages or to a particular Voicemail Pro start point.

The sections that follow describe the use of Voicemail Collect short codes and VM: paths as telephone numbers. These can then be applied to dialing, DSS keys, SoftConsole and Phone Manager buttons.

An example Voicemail Pro module is included which allows the transferred caller to select the extension to which they want to talk or leave a message.

VM: versus Short Codes?

The VM: method is easier to deploy. In fact for SoftConsole and Phone Manager it can be used without the need to access and change the Manager configuration. However the disadvantage is that **VM:** cannot be dialed from a physical phone.

Short codes have the advantage that they can be dialed at any extension once set up through Manager.

Routing User Calls to Voicemail

If a user has voicemail switched on, calls will be automatically routed to Voicemail if:

1. The extension is busy and **Call Waiting** has not been enabled.
2. The user has **Do Not Disturb** set or the extension is not answered within the **No Answer Time** as set in the Manager program (default 15 seconds).

The caller hears the standard greeting message. A user can record their own standard greeting message if required.

When new messages are received, the user's telephone call display or IP Office PC application is updated to show the number of new messages waiting.

If **Voicemail Ringback** is enabled, the Voicemail Server calls the user's extension to attempt to deliver new messages when the user next uses the telephone.

All messages are stored until they have been listened to and are then automatically deleted after a set time period. The default time period for IP Office mode is 36 hours. In IP Office mode users can designate a message as saved so that it is not automatic deleted.

At any stage while mailbox owners listen to Voicemail messages they can press 8 to for help.

A mailbox owner can turn Voicemail and Voicemail Ringback on or off via Phone Manager or using the default short codes as follows:

- ***18** - To turn Voicemail on.
- ***19** - To turn Voicemail off.
- ***48** - To turn Voicemail ring back on.
- ***49** - To turn Voicemail ring back off.

Transferring Calls to Voicemail Using a Short Code

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole or Phone Manager applications. For users who are not using these applications, you can set up a short code can be created.

For example:

- **Short Code:** *201
- **Telephone Number:** "#Extn201" (*include quotation marks*)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Note

- When creating short codes for use with Voicemail, the ? indicates "collect Voicemail" and the # indicates "deposit Voicemail". The telephone number entry must also be enclosed by quotation marks as shown above.

Using Short Codes to Access Voicemail

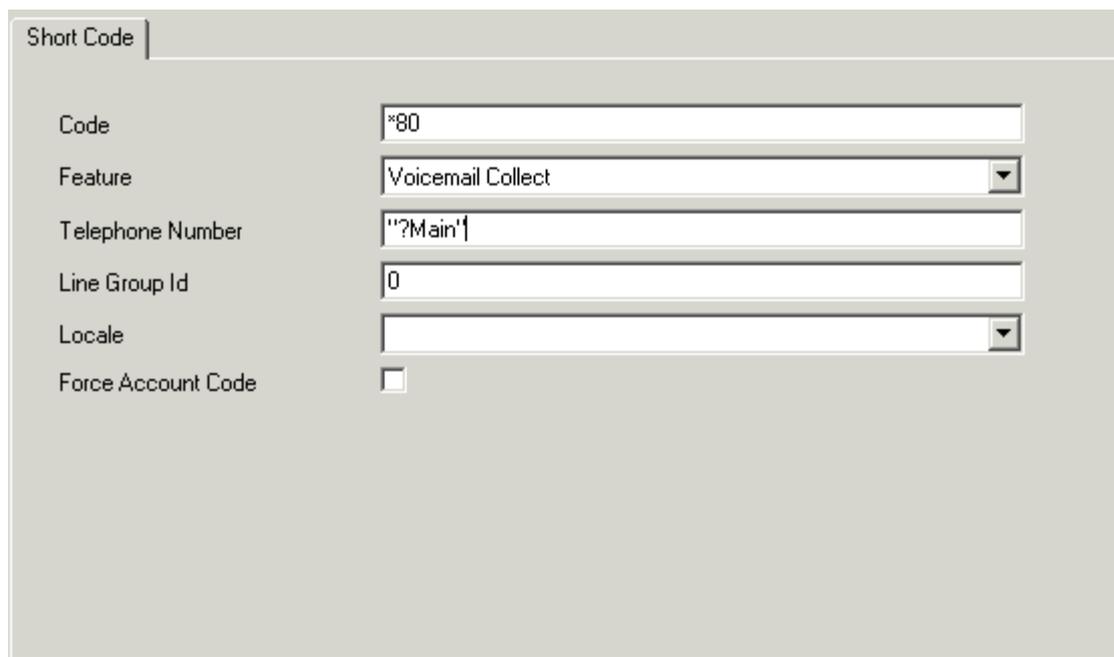
The short code **VoicemailCollect** feature can be used to route callers to voicemail. The voicemail service they receive is set by the **Telephone Number** field which should be enclosed in quote marks. See Voicemail Telephone Numbers for examples.

Note

- These examples use *80 but any available short code could be used.

Example 1: Access to the Mailbox Main_

The following short code will access the mailbox for **Main**. The ? indicates that it is to collect messages. A # is used to indicate leave a message in the mailbox.



The screenshot shows a configuration form titled "Short Code" with the following fields:

Code	*80
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

Example 2: Access a Voicemail Pro Module

If a Voicemail Pro module has been created and called **TimeCheck**, the following short code could be used to access it.

Short Code	
Code	*80
Feature	Voicemail Collect
Telephone Number	"Timecheck"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

Using VM: to Access Voicemail

Another method for accessing voicemail is the **VM:** option where VM: is followed by the name of the mailbox or Voicemail Pro start point required.

This can be used in the telephone number field of IP Office applications such as SoftConsole, PhoneManager and Manager.

Example 1: SoftConsole access to the mailbox Main

From their eConsole the user wants single click access to check for messages in the hunt group mailbox Main (extension ID 200).

1. Start the SoftConsole.
2. Right-click one of the BLF panel tabs.
3. Select New and then BLF Group Member.
4. Enter a **Name**, for example **Messages**.
5. Enter a **Number**, in this case enter **VM:?Main** or **VM:?200**.
6. Click **OK**.

The operator can now check for messages in that group mailbox with a single click.

Example 2: Accessing a Module from Phone Manager

The user wants to access a particular Voicemail Pro module, for this example one called **TimeCheck**.

1. Start Phone Manager.
2. Click the **Speed Dials** tab.
3. Right-click and select **New**.
4. Enter a **Name**, for example *Time Check*.
5. Enter a **Number**, in this case enter *VM:TimeCheck*.
6. Click **OK**.

Example 3: Incoming Call Routing

The VM notation can be used in the **Destination** field of a Manager Incoming Call Route. This enables you to route calls that match the Incoming Call Route's criteria to a particular mailbox or Voicemail Pro module.

Voicemail Telephone Numbers

This section describes the options that can be used with **VoicemailCollect** short codes and with **VM:** To access a mailbox or Voicemail Pro start point.

Voicemail Lite and Pro

In these example we have used a mailbox called Main with extension number 200.

Note: User attempting to collect mail from user mailboxes will be prompted for the voicemail PIN code is not accessing from a trusted source.

	Short Code	Application Number Field
Collect Messages	?200	VM:?200
	"?Main"	VM:?Main
Leave Messages	#200	VM:#200
	"#Main"	VM:#Main

Voicemail Pro Start Points

The following only apply when a matching start point has been set up.

If a short burst of ringing is required then # should be inserted before the start point name. This is useful if transferring callers as it allows the transfer to be completed before the voicemail prompts begin.

	Short Code	Application Number Field
User Start Points	<i>for examples a user called Extn205.</i>	
- Collect	"Extn205.Collect"	VM:Extn205.Collect
- Leave	"Extn205.Leave"	VM:Extn205.Leave
- Callback	"Extn205.Callback"	VM:Extn205.Callback
Group Start Points	<i>for example a group called Main.</i>	
- Collect	"Main.Collect"	VM:Main.Collect
- Leave	"Main.Leave"	VM:Main.Leave
- Queued	–	–
- Still Queued	–	–
Default Start Points		
- Collect	"Default.Collect"	VM:Default.Collect
- Leave	"Default.Leave"	VM:Default.Leave
- Queued	–	VM:Default.Queued"
- Still Queued	–	VM:Default.Still Queued"
Shortcode Start Points	<i>for example a shortcode start point called DVM.</i>	
(see also Voicemail Node)	"Short Codes.DVM"	VM:Short Codes.DVM
Module Start Points	<i>for these examples a module called Attend...</i>	
	"Attend"	VM:Attend
Campaigns	<i>for example a campaign called Catalogue.</i>	
- Leave	–	VM:Catalogue
- Collect	–	VM:Catalogue.Collect

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

Example Call Flow: SelfSelect Module

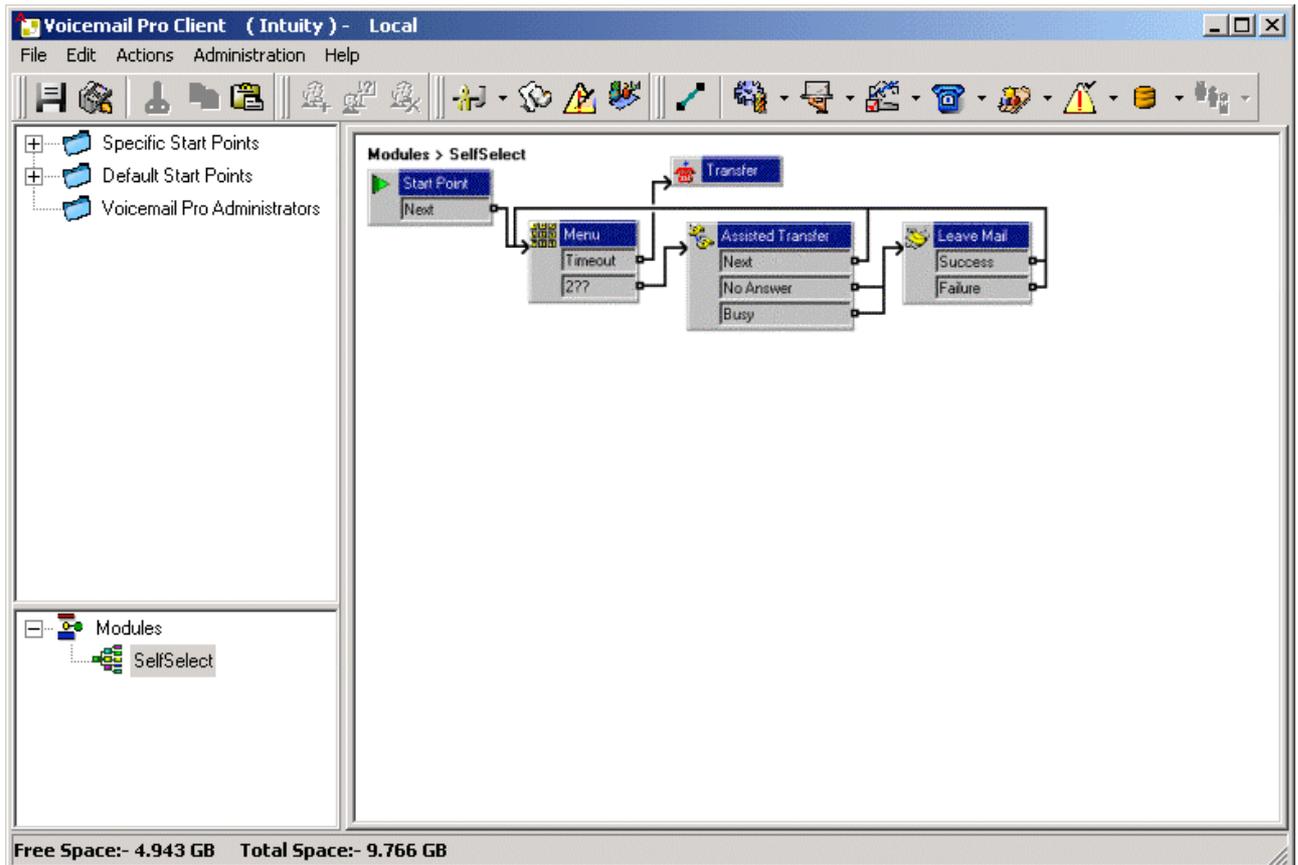
This example creates a Voicemail Pro module that allows callers to select the extension to which they want to be connected. If that extension is busy or does not answer they can then leave a message in the target mailbox.

Note

- A copy of this module can be found in Voicemail Pro Samples within the help pages.

The Voicemail Pro Module

1. In Voicemail Pro, we added a module which we named **SelfSelect**.



2. First we added a **Menu** action and set its properties as follows:
 - On the **Touch Tones** tab we set the **Wait for a key press for** option to 5 seconds. This gives the action a **Timeout** result which can be used if the caller does nothing or does not have DTMF dialing.
 - Our IP Office has extensions and groups numbered in the 200 to 299 range. So we added the touch tone sequence **2??** to match any dialing in that range.
 - In **Entry Prompts** we recorded a prompt along the line of *"Dial the number you want or wait for reception"*.
3. We added a **Transfer** action. In its properties, on the **Specific** tab we set the **Destination** to **Main**, the hunt group containing our receptionists.
4. We then added a connection from the **Menu** action's **Timeout** result to the **Transfer** action.
5. We added an **Assisted Transfer** action. In its properties, on the **Specific** tab we entered **\$KEY** in the **Mailbox** field.
6. We then added a connection from the **Menu** action's **2??** result to the **Assisted Transfer** action.
7. We added a **Leave Mail** action. In its properties, on the **Specific** tab we again entered **\$KEY** in the **Mailbox** field.

8. We then added connections from the **Assisted Transfer** action's **No Answer** and **Busy** result to this action.
9. We then added connections from the **Assisted Transfer** action's **Next** result and the **Leave Mail** action's **Success** and **Failure** results back to the **Menu** action.
 - Note: The **Success** and **Failure** results in a **Leave Mail** action are only used if the caller presses **0** when in the mailbox.
10. The call flow was then saved and made live.

Creating a Matching Short Code

We now need a short code that can be used to route callers to the **SelfSelect** module.

1. Start IP Office Manager and receive the configuration.
2. We added a new system short code so that it would be available to all callers.
3. We chose to use ***80** and set it as shown below:

Code	*80
Feature	Voicemail Collect
Telephone Number	"#SelfSelect"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

- The entry **"#SelfSelect"** indicates the name of the Voicemail start point for the call, in this case the Voicemail Pro SelfSelect module .
 - For a module start point the **#** is optional. Using it provides a short period of ringing before the module actions start. This is useful if manually transferring a caller as otherwise they may miss the start of the module's entry prompts.
4. We then merged the new configuration.
 5. At any extension we can now test the routing by dialing ***80**. We can then wait to be transferred to reception or dial the extension or group that we want.

Using the Module

We can now assign the short code ***80** or the path **VM:SelfSelect** to whichever method by which the user wants to transfer callers to the voicemail service.

A further suggestion is to provide a system short code to deal callers who dial an invalid extension number. For our example above, a short code **2??/./"SelfSelect"/VoicemailCollect** would reroute such callers back to the **SelfSelect** module.

Giving Users Remote Access to Voicemail

Overview

By default a user can dial *17 to log in to voicemail from their own extension.

A user mailbox cannot be accessed from any other location (internal or external) until a voicemail code has been set for the mailbox. This access code is set in the IP Office Manager. For more information, see the IP Office Manager help or User Guide.

If you set a voicemail access code, you can then give a user access to their mailbox from locations other than their office desk. When they call the mailbox, they will be prompted to enter the access code. For more information, see:

- Giving All Users Access from Any Extension
- Giving a Specific User Access from Any Extension
- Giving Users Voicemail Access from an External Location

If direct access is required a specified location can be set up as a *trusted location*. The caller then does not need to enter an access code. This is not supported by Voicemail Pro Intuity mode mailboxes. For more information, see Giving Users Access from a Trusted Location and Giving Users Direct Voicemail Access from a Trusted External Location

Note

- This requires that an incoming call provides a matching CLI.

Giving All Users Access from Any Extension

To give all users access to voicemail from any extension you need to set up a short code and then any user can dial the short code from any extension. They will be prompted for their mailbox number (extension number) and voicemail code.

To give all users access from any extension:

1. Set up a short code, for example *98:
 - **Short Code:** *98
 - **Telephone Number:** ?Anonymous (*note no quote marks*)
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect

Giving a Specific User Access from Any Extension

So that a specified user can log into their voicemail from any extension, you first need to set up a short code, for example *90 and associate it with the user's extension number, for example 201. The user with extensions 201 can then dial *90 from any extension and enter their voicemail code to collect their voicemail messages.

To give a specific user access from any extension:

1. Set up a short code, for example:
 - **Short Code:** *90
 - **Telephone Number:** "?Extn201" (*include quotation marks*)
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect

Giving Users Access from a Trusted Location

If a user regularly accesses their voicemail messages from another extension or a number that presents a CLI, such as their mobile or home number, this extension or number can be set up as a trusted location . (This is not supported by Voicemail Pro using Intuity Mailbox mode)

To give users access from a trusted location:

1. In the **Source Numbers** tab of the **User's** form for an extension, for example 214, add an entry **V204**. From now on when the user with extension 214, dials *90 from extension 204 they will not be prompted for their voicemail code.

Giving Users Voicemail Access from an External Location

If users need to access their Voicemail messages when they are away from the office, you can set up an Incoming Call Route in IP Office Manager with the destination as Voicemail. For more information, see the IP Office Manager help or guide.

Giving Users Direct Voicemail Access from a Trusted External Location

If a user regularly logs in to their IP Office mode mailbox from the same external location, you can set that number up as a trusted location.

Notes

- This does not apply to Intuity mode mailboxes.
- **This requires that the incoming call provides a matching CLI.**

In the **Source Numbers** tab of the **User** form in the Manager program add an entry **V** followed by the telephone number, e.g. **V01923 383838**.

When the user dials the number set up as the Incoming Call Route to Voicemail from the "trusted location", they will not be prompted for their mailbox number or Voicemail Code. See User Source Number Configuration.

Setting Up Voicemail Pro Callback

Overview

Voicemail callback is a service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. When the callback is answered, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associated call flow. For more information, see [Setting Up Voicemail Pro Callback](#).

This service requires configuration of a callback start point in Voicemail Pro and entry of a callback number through IP Office Manager. For more information, see [Using a Play Configuration Menu Action](#).

Note

- This feature is separate from voicemail ringback which alerts the user's own extension.

Setting Up Voicemail Pro Callback

Voicemail callback is a service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. When the callback is answered, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associated call flow.

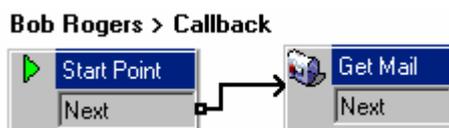
This service requires configuration of a callback start point in Voicemail Pro and entry of a callback number through IP Office Manager.

Note

- This feature is separate from voicemail ringback which alerts the user's own extension.

1. Setting Up the Callback Call Flow

The call flow we have created below is a very simple example. In practice we could also include a menu that allows the user access to other features. For example access to a Play Configuration Menu action would allow the user to remotely change various mailbox settings including their callback number, see [Using a Play Configuration Menu Action](#).



1. Under **Specific Start Points**, right-click **Users** and select **Add**.
2. In the **Name** field enter the user's mailbox name. Select the **Callback** entry point and select **OK**.
3. Within select **Callback**.
4. Add a **Get Mail** action and under the **Specific** tab, in **Mailbox** enter the user's name again or extension number.

Important

Record an entry prompt for the first action in the callback call flow. Experience with connection to some cell phone systems has revealed that this entry prompt may need to be up to 20 seconds in length.

5. Connect the **Start Point** and the **Get Mail** action.
6. Save and make live.

The Default Callback Start Point

In the example above we created a callback call flow for the individual users. The **Default Callback** start point can be used to create a default callback call flow for all users.

If the Default Callback start point is used, it must be designed so that users have to indicate which mailbox they are accessing. In the simple call flow used above, this can be done by entering **?** in the **Mailbox** field of the **Get Mail** action.

2. Setting the User's Callback Number

The callback number is initially set through IP Office Manager.

1. In IP Office Manager, click  to receive the system's configuration.
2. Click  **User** to display a list of existing users.
3. Double-click the user for whom callback is being set up.
4. Select the **Voicemail** tab.
 - In **Voicemail Code** enter a pin code and confirm this in **Confirm Voicemail Code**.
5. Select the **Source Numbers** tab. Right-click and select add to add a new number.
 - **Callback Number**
Enter **P** followed by the destination telephone number. If your system requires an external dialing then that prefix must be included, for example **P901923555456**. If connecting to a cell phone or pager system that expects digits in separate sets, use , (comma) characters to add pauses to the telephone number dialing.
 - **Trusted Source**
If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter **V** followed by the CLI displayed on calls from the callback number, for example **V01923555456**.
6. Click **OK**.
7. Click  to send the configuration back to the IP Office. If the only changes made were to user settings, select **Merge Config**.

Voicemail for Hunt Groups

Overview

Hunt groups must first be set up in IP office. You can then use Voicemail Pro to configure the way in which voicemail works for a hunt group. Voicemail provides a number of services for hunt groups.

Queuing and Out of Hours Greetings

If a hunt group is using queuing or is in out-of-hours mode, the voicemail server provides appropriate greetings to callers. These greetings can be changed through the normal mailbox controls. Mailbox users can find out more in the IP Office or Intuity Mailbox user guides.

- Voicemail Pro allows the actions available to a queued caller to be customized as well as the greeting messages.
- Note that Voicemail Pro does not control the queuing of calls. Queuing is controlled by the IP Office switch that presents queued and still queued calls at the appropriate times and provides the queue position and ETA data.

For more information, see Out of Hours Operation.

Messaging

If voicemail for a hunt group is on (the IP Office default), calls to the hunt group are automatically routed to voicemail if all available extensions have been called for the number of seconds defined in the IP Office **Allocated Answer Interval (No Answer Time)** parameter (default 15 seconds).

Message Waiting Indication

By default there is no indication on the handset when a hunt group mailbox contains messages and no direct access method to a hunt group mailbox.

For hunt group members to receive message indication, you as the system administrator must set up a user with an appropriate **H** source number entry. For more information, see Configuring Hunt Group Message Waiting Indication.

For access by other users an access short code can be used. For more information, see Enabling Hunt Group Access to Voicemail with a Short Code.

Hunt Group Configuration in IP Office

Using IP Office Manager, the following options can be configured via the Voicemail tab of the Hunt Group window.



The screenshot shows the 'Voicemail' configuration tab for a hunt group named '*Hunt Group Sales:'. The window has a title bar with standard OS controls. Below the title bar are tabs for 'Hunt Group', 'Voicemail', 'Fallback', 'Queuing', and 'Voice Recording'. The 'Voicemail' tab is active. It contains several input fields and checkboxes:

- Voicemail Code:** A text box containing 'xxx'.
- Confirm Voicemail Code:** A text box containing 'xxx'.
- Voicemail Email:** A text box containing 'sales@acme.com'.
- Voicemail Email:** A section with four radio buttons: 'Off' (selected), 'Copy', 'Forward', and 'Alert'.
- Voicemail On:** A checked checkbox.
- Voicemail Help:** An unchecked checkbox.
- Broadcast:** An unchecked checkbox.

- **Voicemail Code:** *Default = Blank*
A security code (1 to 15 digits) used by the voicemail server. This is required by users retrieving messages for this hunt group remotely; ie. from an extension that is not a member of the hunt group or from an external telephone.
 - **Confirm Password:**
The Voicemail Code must be retyped to ensure that it has been entered correctly.
- **Voicemail Email:** *Default = Blank*
This address can be used to provide email notification of new messages, see Voicemail Email Integration.
- **Voicemail On:** *Default = On*
Each Hunt Group can use Voicemail to collect group related messages. Use this option to turn this feature on or off.
- **Broadcast:** *Default = Off*
When off, message waiting indication is sent only to specifically configured users. When on, messages are forwarded to the individual mailboxes of the hunt group members.
- **Voicemail Help**
Default = Off
For Voicemail systems that are running in IP office mode, this option controls whether users hear an additional prompt when they retrieve messages. The additional prompt is "*For help at any time press 8*".
- **Note**
 - This option does not affect Intuity emulation mailbox mode (Voicemail Pro) where the prompt "*For help at any time press *4*" is played.
 - Even if Voicemail Help is set to off, Ip office mode users can still press 8 at any time and hear the list of Voicemail features. This setting turns on/off the audible help message. It does not disable the actual feature.
- **Voicemail Email mode:** *Default = Off*
If a Voicemail Email address has been entered above, select one of the following modes:
 - **Off:** Voicemail messages or notifications are not automatically sent.
 - **Copy:** A copy of the message is sent to the email account.
 - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
 - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

About Hunt Group Message Waiting Indication

By default no message waiting indication (MWI) is provided for hunt groups although if required indication can be enabled for specific users. Those users need not belong to the hunt group.

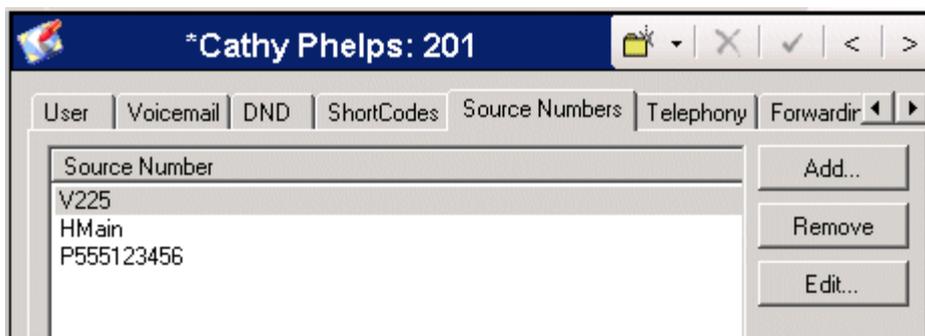
Depending on the type of phone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

- **Phone Manager**
If the user uses Phone Manager, the group name and number of new messages is displayed in the **Messages** tab. Users click the Messages tab to access the group mailbox.
- **4400, 4600 and 6400 Series Phones**
On phones with a **Menu** button, press **Menu** | **Menu** | **Msgs** | **Voice**. The group name is shown along with the number of new messages. Press the display button to access the group mailbox.
- **Voicemail Ringback**
If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. **Note:** Ringback for personal messages takes place before any ringback for new group messages.
- **Voicemail Code:**
If the user is not a member of the hunt group, a voicemail code is also required. This is entered through the **Voicemail Code** field on the **Hunt Group | Voicemail** tab in the IP Office's configuration.
 - Alternatively the user can be made a member of the group but have their membership set to disabled. This allows them to access the group mailbox without receiving group calls.

Configuring Hunt Group Message Waiting Indication

This method of configuring hunt group message waiting indication allows individuals, including users who are not members of the group, to receive hunt group message waiting indication.

1. Using IP Office Manager, click  to receive the IP Office system's configuration.
2. Click  **User** to display the existing users.
3. Double-click the entry for the user who needs hunt group message waiting indication. The user settings are displayed.
4. Select the **Source Numbers** tab.



5. Right-click the Source Number area and select **Add**.
The New Source Number area is displayed.
6. In the Source Number field enter **H** followed by the hunt group name. For example, to receive message waiting indication from a hunt group called Main enter **HMain**.
7. Click **OK**.
8. Click  to merge the configuration change back to the IP Office.

Configuring Group Broadcast

If the Broadcast option is enabled, a message for a hunt group is copied to the individual user mailboxes of each hunt group member.

To configure Group Broadcast:

1. Using IP Office Manager, click  to receive the IP Office system's configuration.
2. Click  Hunt Group and then double-click the required hunt group.
3. Click the **Voicemail** tab.



*Hunt Group Sales:

Hunt Group | **Voicemail** | Fallback | Queuing | Voice Recording

Voicemail Code:

Confirm Voicemail Code:

Voicemail Email:

Voicemail Email: Off Copy Forward Alert

Voicemail On
 Voicemail Help
 Broadcast

4. Check **Broadcast**.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

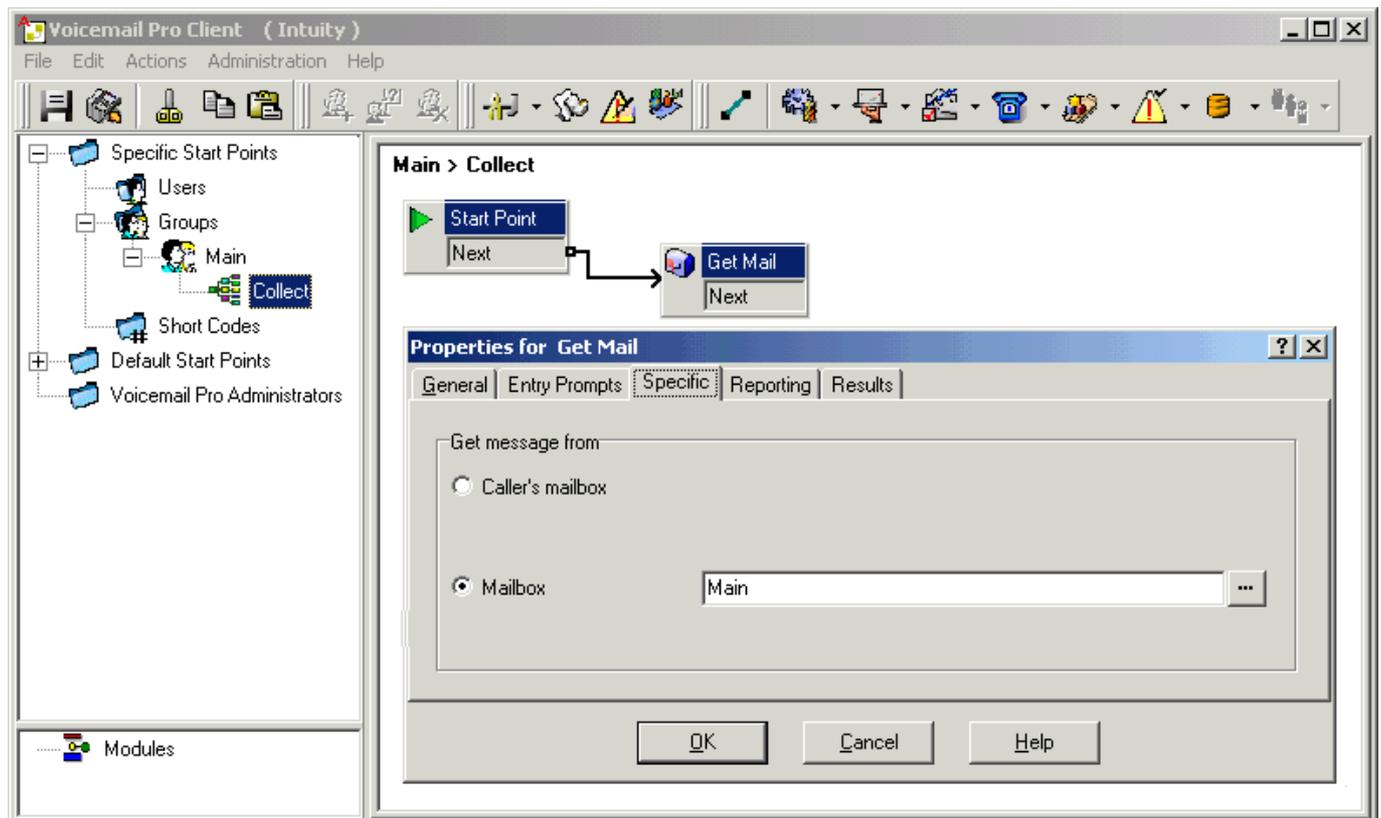
Enabling Access to Hunt Group Voicemail with a Short Code

To access messages for a Hunt Group, a short code can be created:

For example, for a group called **Main**:

- **Short Code:** *99
- **Telephone Number:** "?Main" (include quotation marks)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

For systems running in Intuity mode, the above will work only if the user is a member of the group and a custom call flow has also been set up for the collect start point to that hunt group.



Members of the Main hunt group can now dial *99 from their own extensions to access hunt group messages.

In IP Office mode, to use this short code for access from an extension that is not a member of the hunt group, a Voicemail Code should be configured for the group.

Out of Hours Operation

Voicemail provides a number of greetings for groups. One of these is an Out of Hours Greeting.

Through IP Office Manager or using a short code a hunt group can be taken in or out of service. When the group is Out of Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

Note

- Alternatively if an Out of Service Fallback Group has been configured, callers are passed to that group.

Similarly a group can be taken in or out of Night Service by using Manager, short codes or an associated time profile. When the group is in Night Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

Note

- Alternatively if an Out of Hours Fallback Group has been configured, callers are passed to that group.

Hunt Group Queuing

If hunt group queuing options are enabled, a call will be held in a queue when **all** available extensions in the hunt group are busy.

- A fault in operation between the IP Office switch and Voicemail Pro server means that the Still Queued message is not played if the hunt group name exceeds 13 characters.

The **Queue Ring Time** defines the number of seconds for which a caller will hear the ringing tone before being played the "You are in a queue greeting". The caller will then be placed on hold for 20 seconds and then hears the "You are still in a queue greeting". The caller is then placed on hold again and played the still queued message every 20 seconds.

This is the default queuing sequence used for Voicemail Lite and Voicemail Pro. Using Voicemail Pro you can define custom actions and prompts for the queuing sequence.

- **Queuing On** : *Default = On*
If selected, queuing will be available for the hunt group.
- **Queuing Limit**: *Default = Blank*
This feature sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller will receive the busy tone or be passed to voicemail.
- **Queue Ring Time**: *Default = 10 seconds*
This facility defines the time (in seconds) before the caller is placed in the queue.

An additional option in the Hunt Group tab controls the interaction of queuing and the hunt group's overflow group.

- **Overflow Time**: The Overflow Time allows the use of both the queuing and overflow facilities. This feature defines the length of time (in seconds) for which the caller is held in the queue before being passed to the Overflow Group. If all extensions in the Overflow Group are also busy the caller is returned to the queue. If an Overflow Time is not specified calls are passed directly to the Overflow Group and the queuing facility is not used.

Advice for Hunt Group Mailbox Owners

If the voicemail system is operating in IP Office mailbox mode, hunt group mailbox users can change the queued and still queued greetings themselves. To do this they should access the hunt group mailbox and press **3**. Mailbox owners can find more information in the IP Office Mailbox User Guide.

Customizing Hunt Group Queue Greetings and Actions

With Voicemail Pro, the greetings and actions provided to a caller held in a group's queue can be customized using the **Queued** and **Still Queued** start points for that group.

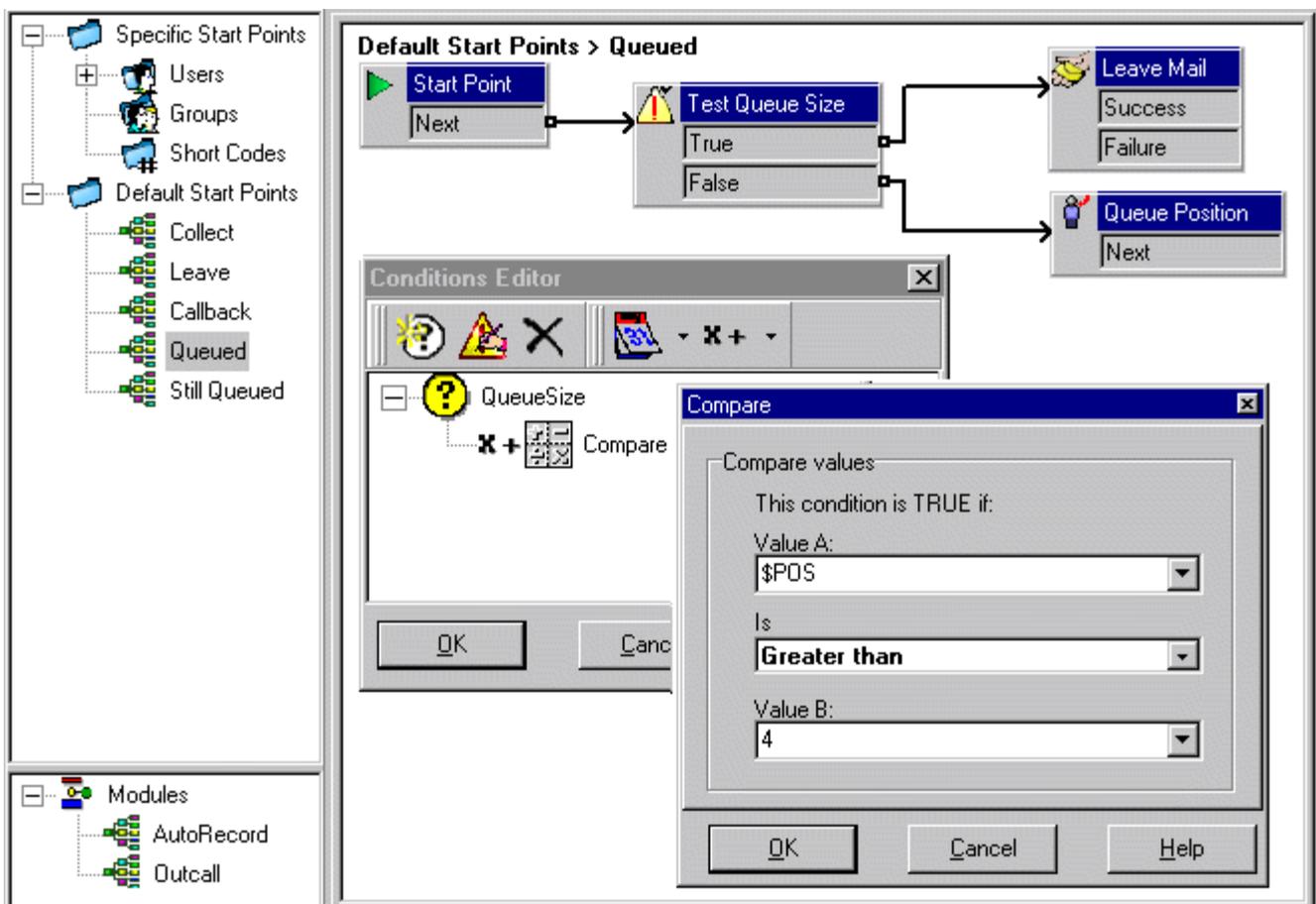
- The **Queued** start point replaces the default "You are in a queue" greeting.
- The **Still Queued** start point replaces the default "You are still in a queue" greeting.

It is important to note that unconnected results in **Queued** and **Still Queued** call flows will return the caller to the queue rather than disconnect them. An attempt to return the caller using a **Transfer** or similar action places the caller at the back of the queue as a new call.

For more information, see Changing the Queued and Still Queued Greetings and Customizing a Hunt Group Call Flow.

Example Call Flow Using \$POS

The screen below shows an example of a queued call flow that uses a condition to test the value of \$POS for the queued caller.



- When the caller is in queue positions 1 to 4, they are passed to a **Queue Position** action and hear their queue position before returning to the queue.
- When the caller is in queue position 5, they are asked to leave a message.
- Instead of using a **Leave Mail** action, the caller could be taken through a **Voice Question** or **Campaign** action to collect required information and the caller's responses could be saved as a message.

Using the Condition Editor

Overview

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example the Week Planner can be used to define a company's standard working hours, and then combined with the calendar to define exception days such as public holidays.

Within the voicemail call flow, conditions can be checked by a **Test Condition** action and, according to whether the condition is currently true or false, callers can be routed to different actions. See Test Condition Action.

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.

- **AND X+**
The condition is true when all the elements are true, i.e. both A and B are true.
- **OR X||**
The condition is true when either A or B is true.
- **NOT X!**
This logic element can be used to reverse the value (e.g. return false when true) of individual elements or of the whole condition.

Starting the Condition Editor

To start the Condition Editor:

- From the toolbar click the  icon.
- Press **F6**.
- From the menu bar select **Administration** and then **Conditions Editor**.

To add a condition:

1. Click the  icon.
2. Enter the name for the condition and then click **OK**.
3. You can now add elements to the condition and alter the properties of those elements.

To add elements to a condition:

A condition can consist of multiple elements, including several elements of the same type.

1. Click the element list (shown as , ,  or  in the toolbar).
2. Click the type of element required.
3. Click the condition to which you want to add the element.
4. You can now edit the element's settings.

Note

- By default the logical AND X+ setting is applied to new condition elements. For the week planner and calendar elements, if more than one day is set this will never return true. Therefore we recommend that the OR X|| logical setting is applied to all week planner and calendar elements.

To edit elements and conditions:

1. Click the Condition or Element and then on .
2. Alternatively for elements you can double-click the element.
3. The elements or condition's properties are displayed for you to edit.

To change the logic setting of a condition:

1. Click the logic setting drop-down list, shown as **x+** (AND), **x||** (OR) or **x!** (NOT) in the toolbar.
2. Click the logic setting required.
3. Click the condition or element to which the logic setting should be applied.

To delete elements and conditions:

1. Click the condition or element that you want to delete and then on .
-

Available Condition Elements

Calendar



The **Calendar** element is used to indicate which days of the year return true. Double-clicking on a particular day will either select or deselect it.

Selected days are shown with a shaded background, e.g.  17 . Note that  22 indicates weekend days but not whether the day is selected.

The element returns 'true' if the current day is a selected day.

- **Note: Apply Logical OR X|| if more than one day selected**
By default the logical **AND X=** is applied to this condition element. If more than one day is selected then element cannot return true. For example it cannot be the 3rd March and the 4th March at the same time. When multiple days are selected the **OR X||** settings should be applied. In our example the element will then be true if it is the 3rd March or 4th March.
-

Week Planner



The **Week Planner** element is used to set which time periods during a normal week return 'true'. It consists of an entry for each day of the week and a start and end time for the 'true' period on each day.

Note

- **Apply Logical OR X|| if more than one day selected**
By default the logical **AND X=** is applied to this condition element. If more than one day is selected then element cannot return true. For example it cannot be the Monday and Tuesday at the same time. When multiple days are selected the **OR X||** settings should be applied. In our example the element will then be true if it is Monday or Tuesday.
-

Condition



The **Condition** element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

Compare



The **Compare** element is used to compare Voicemail Pro system variables, for example \$POS or \$ETA, against each other or against a value you enter.

Campaigns

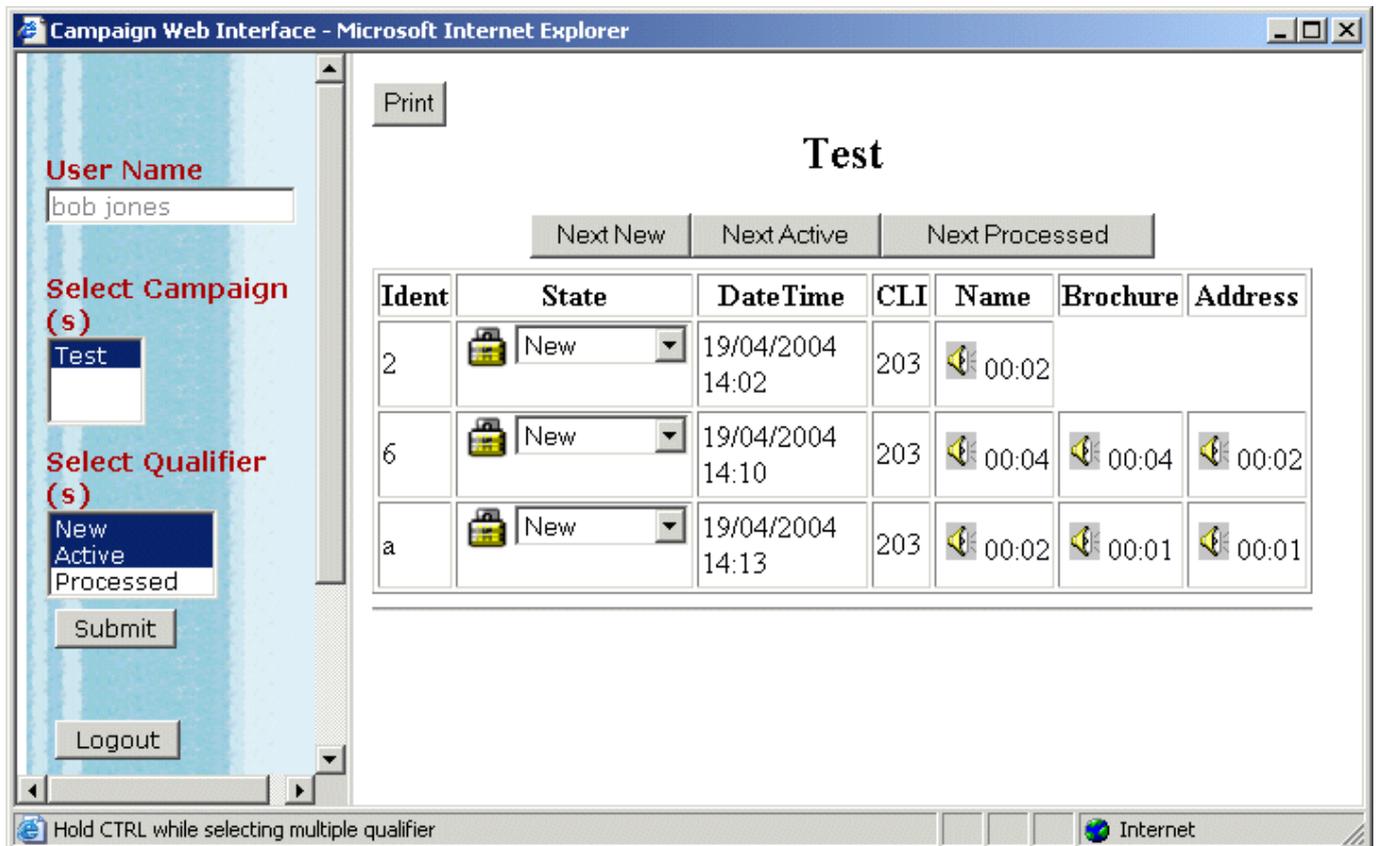
Overview

A campaign is a series of questions and answers. Callers to a campaign hear the questions and give their responses, either by speaking or using the telephone keypad.

Call processing agents can access a campaign to hear caller answers which they can then transcribe into a database or other records. For more information, see Granting Access to a Campaign.

A Web Campaign Component is installed as part of a typical Voicemail Pro installation. Alternatively you can add to a compact installation add it at a later stage if you perform custom installation. For more information, see Installing Typical Voicemail Pro Server and Client or Installing Custom Voicemail Pro Server and Client.

The Web Campaign Component allows access to play and change the status of campaign messages through a Web browser.



Browser Requirements

Anyone who wants to use the web campaigns must have Microsoft Internet Explorer 5.0 or higher (not Netscape). Their PC must also have multimedia sound capabilities. The Web campaign user must also have a voicemail mailbox. The name of their mailbox is requested when the user browses the campaign messages.

Browsing Address

During installation of the Campaign Web Component, the root address of the web server is requested. A folder called *campaign* is then added to that root. The web address for browsing will normally be set up as a link from a page within a company intranet rather than typed directly by users.

http://<server address>/campaign/campcgi.html

Note that access must be via http: and not network file routing.

Adding, Modifying and Deleting Campaigns

Pressing **F7** or clicking on  displays the Campaign Wizard. This allows you to select the required activity.

- **Create a new Campaign:**
This option takes you through a series of campaign wizard menus to set the campaigns settings.
- **Modify an existing Campaign:**
This option displays a list of existing campaigns from which you can select the one you wish to modify. You will then be taken through the campaign wizard menus for the campaign settings.
- **Delete an Existing Campaign:**
This option displays a list of existing campaign from which you can then select the campaign to delete.

Customer Prompts

Use this window to set the sequence of questions that are played to callers and to record their responses.

-  **Add action:**
Add a new campaign action. The options for a campaign action are displayed.
-  **Edit action:**
Edit the currently highlighted campaign action.
-  **Delete action:**
Delete the currently highlighted campaign action
-  **Move action:**
Move the position of an action in the sequence of campaign actions.

The  and  commands give you access to the options for a campaign action.

- **Play a prompt to the customer:**
Select this option to play a prompt to the caller. You can then specify which prompt to play or create a new prompt.
- **Allow the customer to input information:**
Select this option to if you want the action to record the caller's response.
- **What type of input do you want:**
This option sets whether the voicemail server should **Record voice** or **Record key presses**.
- **Please enter the maximum recording length:**
Sets the maximum length of recording before the next action.
- **Please enter the maximum number of key presses:**
Sets the maximum number of key presses to record before the next action.
- **Please enter a unique name that will describe the input:**
A name to associate with the action. Note: The name should be a single word with no spaces.
- **The following prompt will be played to an agent when the above data is reviewed:**
This option allows you to select or create a prompt that is played to agents before hearing the caller's response.

Customer Menu

After completing the sequence of questions and responses, the caller can be offered a menu of options.

- **Please select the prompt to be played after the customer has made their recordings:**
You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list below they can use.
- **Please select which options will be available to the customer after the above prompt has been played:**
Check the boxes to select the options that will be available to the customer. The customer then needs to press the corresponding key.
- **Save the Campaign (and then quit):**
Saves caller responses and then disconnects the caller.
- **Play back response to the Campaign:**
Plays back the customers responses to them and then repeats this customer menu.
- **Restart the whole Campaign:**
Delete the customers responses and restarts the sequence of questions and answers.
- **Quit the Campaign (without saving):**
Disconnects the customer without saving their responses.
- **↕↕ Move options:**
You can move the currently highlighted option so that the key presses associated with the options differ.
- **Timeout:**
Sets how long the voice mail server should wait for an answer before following the **No Answer** connection.

Campaign Identification

Use this window to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked...:**
Enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.
- **The name of the Campaign is:**
Enter a name for the campaign.

Granting Access to a Campaign

A campaign can be accessed in any of the following ways:

- **Using the Campaign Action**
The Campaign action is used to route calls into a campaign after those calls have been routed to an appropriate start point on the voicemail server. The actions properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See Campaign Action.
- **Using the Park Slot Number**
Set through the Campaign Identification menu, this number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.

Note

- Phone Manager park slot keys cannot be used for this function.
- **Through a Web Browser**
See Overview of Campaigns.

Using the first two methods above, when an agent accesses the messages waiting in a campaign, they have a number of telephone controls:

- **1** - Go to the start of the call.
- **2** - Rewind.
- **3** - Stop processing the message.
- **4** - Mark call as processed and delete.
- **5** - Mark call as processed and save.
(Currently save/processed messages can only be accessed via the web interface).
- **7** - Previous response.
- **8** - Start of response.
- **9** - Next response.
- **#** - Fast forward.
- **0** - Pause
- ***** - Rewind.

Recording Calls

Overview

As well as providing messaging services, Voicemail Pro can provide a call recording service. By default automatic call recording records a call from start to finish, even if it is transferred. If a conference call is being recorded, recording automatically stops when a new party joins the conference and call recording must be restarted manually.

Call recording can be turned on manually in one of the ways listed below. Alternatively, call recording be configured to take place automatically for specified users, hunt groups or account codes.

Manual Call Recording

Users can manually turn on call recording by using:

- Avaya IP Office Phone Manager or SoftConsole.
- DSS keys
- The Menu key on some Avaya telephones
- Short codes.

For information on any of these methods, see Starting Manual Call Recording.

By default a recording is placed in a user's own mailbox but this location can be changed. For more information, see Setting the Destination for User Recordings.

Automatic Call Recording

The IP Office system can be configured to record particular users, hunt groups or calls associated with a particular account code.

- For hunt group calls only incoming calls can be recorded.
- Account codes can be associated with an incoming CLI and so provide call recording based on a caller's CLI.
- A time profile can be used to specify when automatic call recording is used.
- For inbound calls, recording will not take place if the call also goes to normal voicemail.
- Different frequency settings, set in percentage terms, can be applied to the automatic recording of inbound calls and outbound calls.
- A mandatory setting can be used to return a busy tone when call recording is required but not available.
- Where calls have been answered using a Line appearance button, the call recording goes to the mailbox setting of the original call route destination.

For information on about automatic call recording, see Setting Recording Times, Frequency and Destination.

Voice Recording Library (VRL)

Recordings are normally placed into standard mailboxes. VRL operation allows recordings to be transferred to a specialist archiving application. This allows both longer recording and the sorting and searching of recordings. For more information, see Voice Recording Library (VRL).

Call Recording Warning

In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. The Voicemail Pro does this by playing an **Advice of Call Recording** prompt which can be switched off. On automatically recorded call, some phone may also display a recording symbol.

Conference Capacity

Call recording uses conferencing capacity and so is subject to the available conferencing capacity of the IP Office system.

Recording Duration

Call recording is limited to the maximum length of 1 hour. For more information, see Changing the Recording Time.

IP Trunks and Extensions

When the direct media path option is used with IP trunks and or an extension, it is not possible to guarantee call recording.

Switching the Recording Warning On/Off

In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. One method for doing this is to enable the Advice of Call Recording (AOCR) message provided by the Voicemail Pro server.

The Advice of Call Recording Message

This message is provided in the file **aor_00.wav**. For each language installed on the Voicemail Pro server, a copy is located in the sub-folders of *c:\Program Files\Avaya\IP Office\Voicemail Server\WAVS*.

To switch the recording warning on or off:

1. From the Voicemail Pro Client, click  or select **Administration | Preferences | General**.
 2. Click **Play Advice on Call Recording** to switch this option on (checked) or off (unchecked).
 3. Click **OK**.
 4. Click **Save & Make Live**.
-

Changing the Maximum Recording Length

For recordings being placed into a Voicemail Pro mailbox, the maximum recording time is 1 hour. You can change this if required.

To change the maximum recording length:

1. Start the Voicemail Pro Client.
 2. Click  or select **Administration > Preferences > General**.
 3. The **Max. VRL Record Length (secs)** setting is used only for calls being recorded to VRL. The maximum record length is 3600 seconds (60 minutes).
 4. Click **OK**.
 5. Click **Save & Make Live**.
-

Voice Recording Library (VRL)

Voice Recording Library (VRL) operation allows the Voicemail Pro to transfer specific users who are automatically and/or manually recording calls to a third-party application. It can also be selected as the destination for calls recorded via a **Leave Mail** action in a call flow.

Currently this mode of operation is only supported with the Contact Store for IP Office application from Witness Systems. This application provides tools to sort, search and playback recordings. It also supports the archiving of recordings to DVD.

- Installation and configuration of VRL with Contact Store for IP Office is documented separately. This section provides an overview only.
 - VRL is a licensed feature. It requires entry of a valid **Voice Recording Administrators** license into the IP Office configuration.
 - The VRL application must be configured to store recording on a separate partition, drive or PC from the Voicemail Pro. This is necessary to ensure that the long term storage or recording archives and space available for mailbox messages do not conflict.
-

Manual Call Recording

Setting the Destination for User Recordings

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

The IP Office Manager can be used to specify where recordings triggered by a user are placed:

- In IP Office Manager, receive the IP Office configuration.
- Click  **User** to display the current entries.
- Select and double-click the entry for which you want to change the destination of manual recordings.
- Select the **Voice Recording** tab.

- In **Manual Recording Mailbox**, select from the list the mailbox that is to be used to contain recordings triggered by the user.
 - The **Voice Recording Library** options can be used only if a VRL application has been installed and licensed. See Voice Recording Library.
- Click **OK**.
- Click  to send the configuration back to the IP Office. If user, hunt group and/or account codes were the only changes made, select **Merge Config**.

Starting Manual Call Recording

Phone Manager Pro

Users can initiate call recording using Phone Manager Pro.

When on a call, press **F5** to start recording or select **Function |  Start Recording**.

To end recording select **Function |  Stop Recording**.

For Phone Manager Pro users working in Agent mode, the  and  actions are also shown as buttons on the Phone Manager Pro toolbar when a call is connected.

SoftConsole

SoftConsole users can manually initiate recording using the  button on the toolbar or by selecting **Action |  Start Recording**.

This action toggles and so is also used to stop recording.

4400 and 6400 Series Phones

Phones in these series with a **Menu** key can manually trigger call recording by selecting **Menu | Menu | Func | Recor**.

Using DSS Keys

The call record function can be programmed against a DSS key.

To set a DSS key for manual recording:

1. Open Manager and select the user.
2. On the **Button Programming** tab, select the required DSS key and for the **Action** select **Advanced | Call | CallRecord**.
3. Merge the new settings back to the system.

To use the DSS key:

Press the DSS key while connected to a call.

You hear the recording warning (if it is enabled) and recording begins immediately

Using Short Codes

The shortcode feature "CallRecord" can be used to trigger recording of calls to Voicemail Pro.

To Record Your Own Calls

The following example shortcode can be set up as a user shortcode or a system shortcode. In either case it will trigger recording into the user's designated mailbox.

To use the shortcode, place the call on hold and dial *95. The call is automatically reconnected and recording begins.

- **Shortcode:** *95
- **Telephone Number:** Blank
- **Line Group ID:** 0
- **Feature:** CallRecord

To Record Other Calls

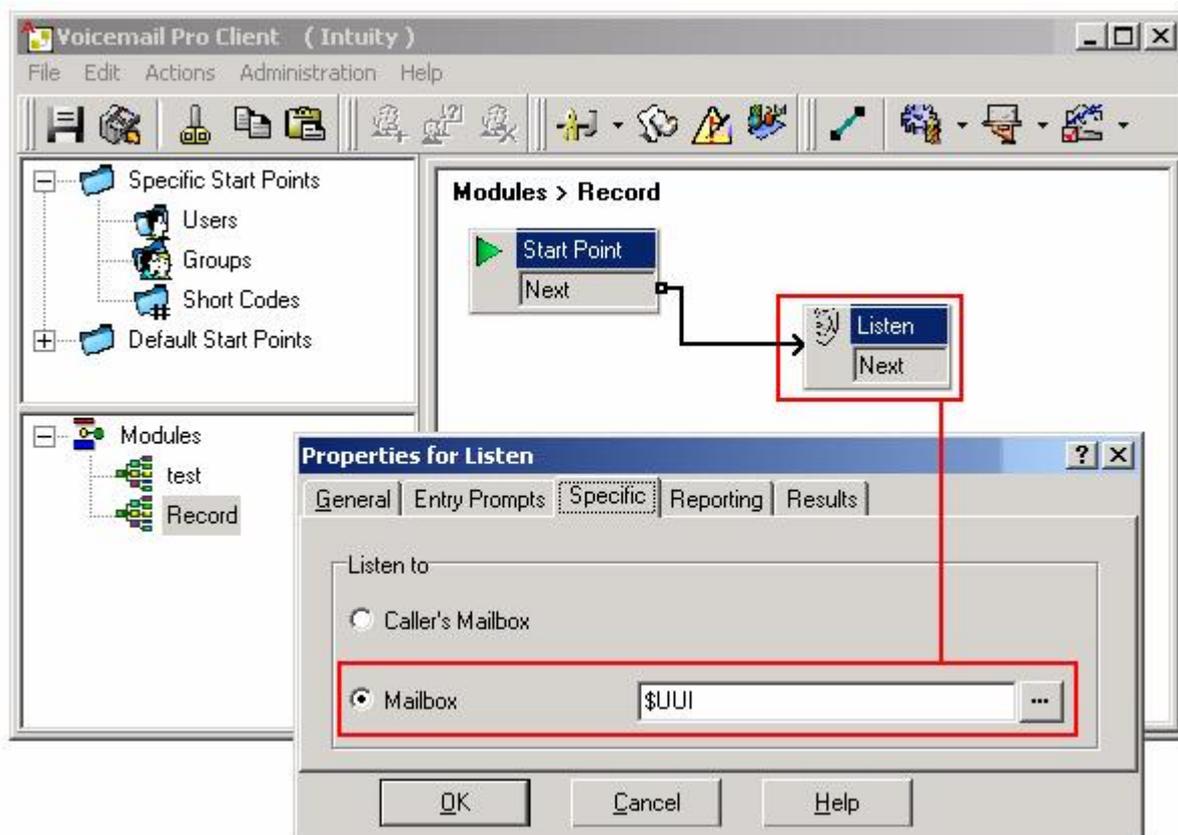
The following is an example shortcode for recording a call involving a specific extension. You do not have to be in conference with or part of the call To use this shortcode - therefore this shortcode should only be set up as a user shortcode for trusted users.

- **Shortcode:** *96*N#
- **Telephone Number:** N
- **Line Group ID:** 0
- **Feature:** CallRecord

Customizing Manual Recording

Normally recording is performed by the Voicemail Pro server as a default task. However, a module named **Record** can be used to customize the operation of auto-recording.

- **Note**
If a **Record** module is created, it overrides the default record operation. Therefore it must at minimum emulate the default manual recording process of placing recordings into the mailbox of the user who triggered recording. For example, in the module call flow shown below, the Listen action is set to **\$UUI**.
- **The \$UUI Variable**
The \$UUI variable is supported from Voicemail Pro 1.3.15 onwards. Whenever recording is triggered, **\$UUI** contains the user name of the user who that triggered the recording process.



Automatic Call Recording

Setting Recording Times, Frequency and Destination

The users, hunt groups and account codes that are to be auto-recorded are selected through IP Office Manager.

1. Within IP Office Manager, click  to receive the IP Office's configuration.
2. Click either  **User**,  **Hunt Group** or  **Account Code** to display the current entries.
3. Select and double-click the entry for which you want automatic recording.
4. Select the **Voice Recording** tab.

5. From the **Record Inbound** and **Record Outbound** drop-down lists select the recording frequency required (Note: **Record Outbound** is not available for hunt groups).
 - **None:** Do not record.
 - **On:** Record all calls if possible.
 - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
 - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for **50%**.
 - For inbound calls, recording will not take place if the call also goes to normal voicemail.
6. For users, you can also specify the destination for the recordings. By default this is a user's own mailbox.
 - The **Voice Recording Library** options can be used only if a VRL application has been installed and licensed. See Voice Recording Library.
7. Click **OK**.
8. Click  to send the configuration back to the IP Office. If user, hunt group and/or account codes were the only changes made, select **Merge Config**.

Hiding Auto Record Indication

In addition to the audible advice of call recording prompt (see Switching the Recording Warning On/Off), some phones may also display recording indication when automatic call recording occurs. This can be switched on/off.

This is done using the IP Office Manager configuration.

Note

- This change requires a reboot of the IP Office system.

To hide the auto record indication:

1. In IP Office Manager load the IP Office configuration.
2. In the Navigation pane, double-click **System**.
3. In the System Configuration window, click the **System** tab.
4. Check or un-check **Hide auto recording**.
5. Save the configuration back to the IP Office system.
6. Reboot.

Customizing Auto Recording

Normally auto-recording is performed by the Voicemail Pro server as a default task. However, a module named **AutoRecord** can be used to customize the operation of auto-recording.

Note

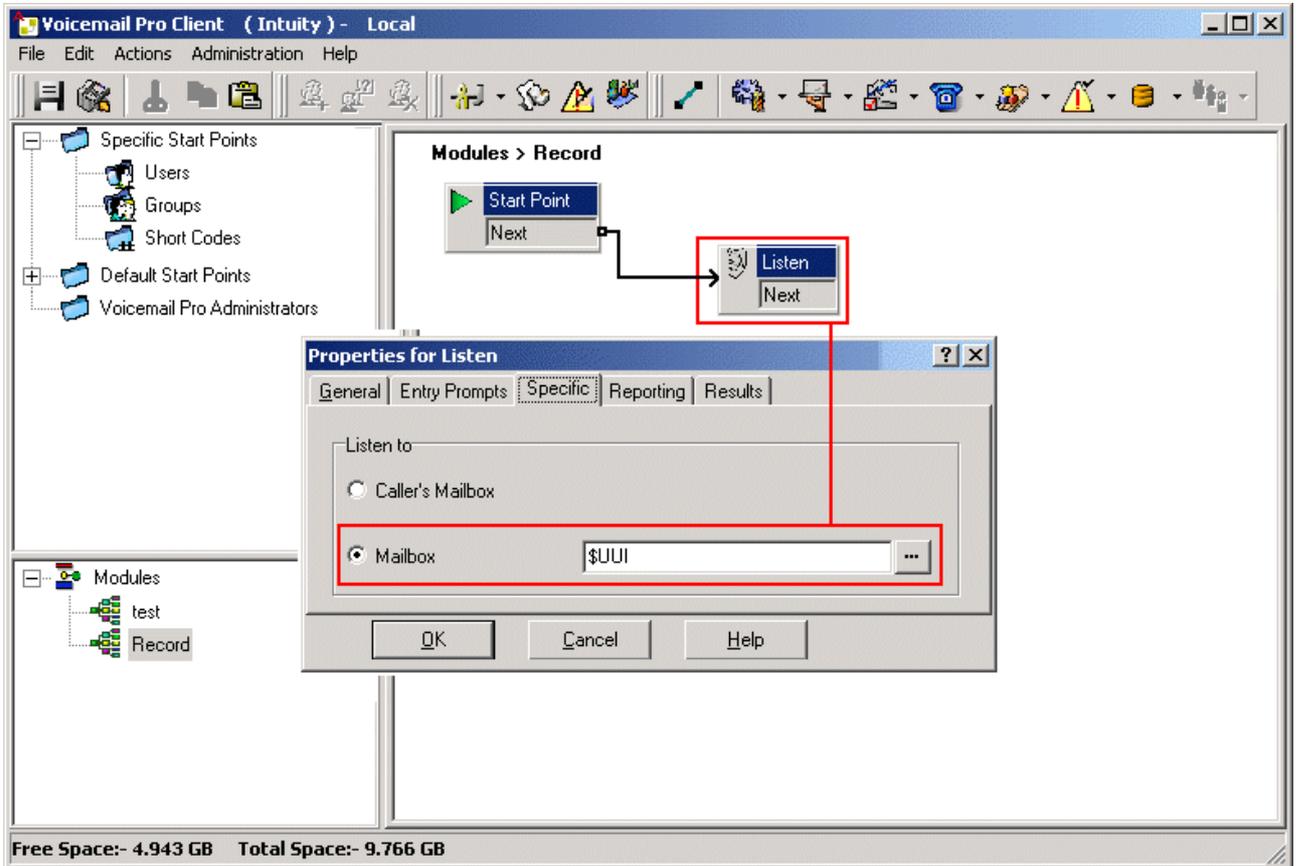
- If an **AutoRecord** module is created, it overrides the default auto-record operation.

The \$UUI Variable:

The \$UUI variable is supported from Voicemail Pro 1.3.15 onwards. Whenever auto recording is triggered, **\$UUI** contains either the account code, user name or hunt group name that triggered the auto recording.

Note

- A copy of this module can be found in Voicemail Pro Samples within the help pages.

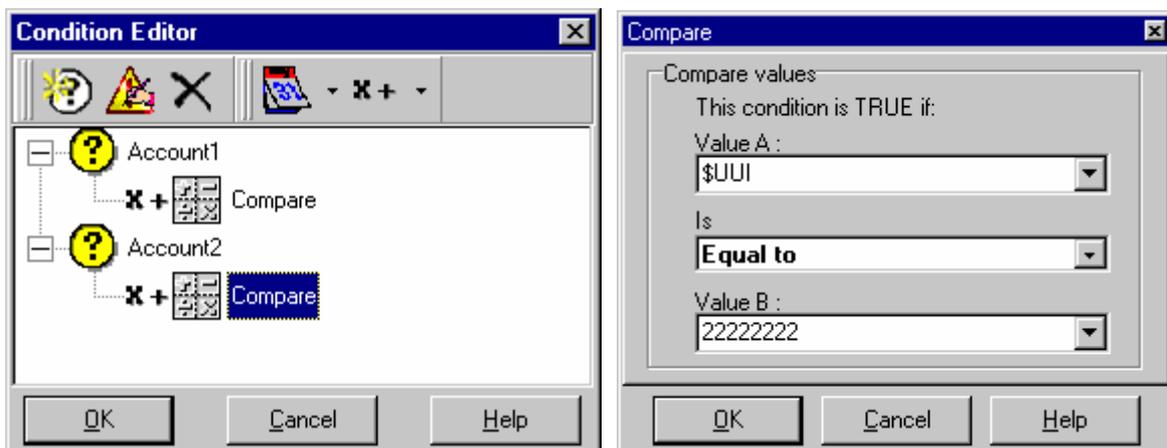


The value of condition **Account1** is checked using a **Test Condition** action.

If found **True**, the call is recorded using a **Listen** action, which specifies the mailbox for the recording.

If found **False**, the next condition test is tried.

The conditions, created within the **Condition Editor**, compare the variable **\$UUI** against possible account code values.



The final **Listen** action, used if none of the condition tests are True, has its Mailbox set to **\$UUI**. If **\$UUI** hasn't matched any account code being used for auto recording, then its value will be either the user name or hunt group name that triggered the auto recording.

Configuring Fax Servers

Overview

With an IP Office system, fax machines and servers can process fax messages in a number of ways.

Fax calls can be handled without the use of Voicemail Pro

In IP Office a fax machine can be set up to direct faxes to individual extensions or hunt groups. Faxes can be directed to the fax machines or servers based on the DDI or DID numbers of the incoming calls. For more information, see the IP Office Manager help and guide.

Fax calls detected by Voicemail Pro

When a fax message is left in a Voicemail mailbox, Voicemail Pro can detect that the call is a fax call, and redirect the call to a Fax machine or Fax Server to receive the fax. The incoming call can be routed to a System Fax Number or, in Intuity Mode, a fax number that the mailbox owner has specified.

Fax calls can be sent to a system-wide fax number

If Voicemail Pro detects a fax tone, it passes the call to the number that is set as the system fax number. This number can be an analog extension that is connected to a fax board in the fax server. For information about configuring an analog extension, see [Configuring an Analog Extension Number for Fax Use](#).

Fax calls can be sent to a user defined mailbox number

If Voicemail Pro detects that the incoming call is a fax and if a system fax number has been specified, Voicemail Pro checks to determine whether the target destination is a user defined fax number. If it is, the system fax number is overridden and the incoming call is redirected to the user defined fax number.

If no user defined fax number has been set, the fax is sent to the system fax number. When a system fax number is set, any fax calls that are received in user or hunt group mailboxes are directed to this number. This applies to both IP Office and Intuity Mailboxes. For more information, see [Setting the Voicemail Pro System Fax Number](#).

Intuity mailbox owners have options available through their telephone handset so that they can forward a fax to a preferred fax machine or send a fax to a printer. Intuity mailbox owners can find out how to set a mailbox fax number in the [IP Office Intuity Mailbox User Guide](#).

If a fax system, such as a C3000, requires prefix addressing the system fax number is not used. Instead a prefix is specified so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if a prefix of 54 is being used, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201. The fax server then removes the system prefix and uses the extension number to determine the target destination for the fax. For more information, see [Setting the Voicemail Pro System Fax Number](#).

Fax calls can be redirected using a Callflow Menu action instead of a system fax number

If a system fax number is not set up, a menu action can be used instead. The **F** character can be used as one of the touch tone choices of a Menu action to specify the actions that should be applied to fax calls. For more information, see [Routing Fax Calls Using a Menu Action](#).

Important

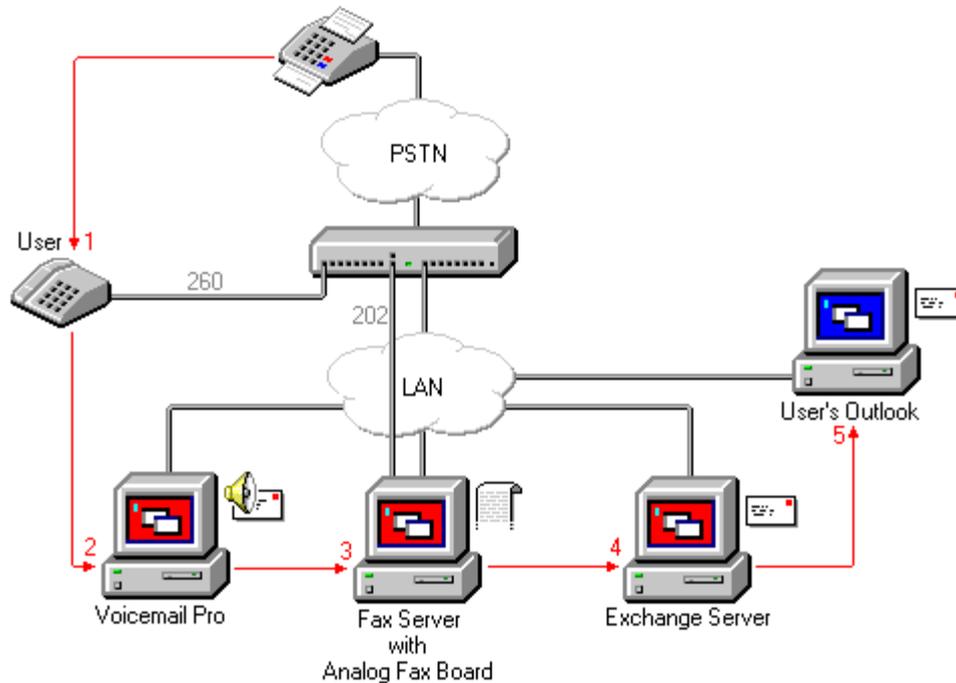
- By default, Voicemail Pro fax detection is disabled. To enable fax detection, you must define a System Fax Number. For more information, see [Setting the Voicemail Pro System Fax Number](#).

For an illustration that provides a configuration overview, see [Configuration Overview](#).

Configuration Overview

Here is an illustration to show how a fax server can be configured to work with an IP Office system. The illustration applies to the following popular fax server applications:

- Gfi FAXMaker
- Fenestrae Faxination
- Equisys Zetafax
- Captaris RightFax



The fax server is configured to distribute faxes to Exchange Server mailboxes based on the original (DTMF) fax sub address that is passed by Voicemail Pro.

For the fax server and Voicemail Pro to interact, specific user rights are needed. For more information, see Domain User Account Requirements.

If the PC that is being used as the fax server uses an analog fax board, the fax board must be connected to an IP Office analog extension (POT) port. For more information, see Configuring an Analog Extension Number for Fax Use.

This sections that follow explain how to configure a fax server to work with Voicemail Pro. The information provided assumes that:

- The fax server software is installed
- The hardware is installed and connected to an IP Office
- The Exchange Connector is installed and configured.

For details of system requirements and information about installing a fax server, refer to the manufacturer documentation or visit the manufacturer web site.

The process for configuring a fax server to work with Voicemail Pro involves the following key steps:

1. Set the System fax Number. For more information, see [Setting the Voicemail Pro System Fax Number](#).
2. If prefixed numbers are being used you can set up a short code so that fax calls are routed to prefixed numbers. For more information, see [Setting Up a Short Code for Routing Faxes to Prefixed Numbers](#).
3. If the chosen mailbox mode is Intuity, inform all mailbox owners that they can set up their own preferred fax destinations if they like. For more information, see [Setting Up a User Defined Fax Number](#).
4. If a system fax number is not being used, you can set up a menu action to route fax calls. For more information, see [Routing Fax Calls Using a Menu Action](#).
5. If the fax server PC uses an analog fax card, configure the extension number to use for faxes. For more information, see [Configuring an Analog Extension Number for Fax Use](#).

Setting the Voicemail Pro System Fax Number

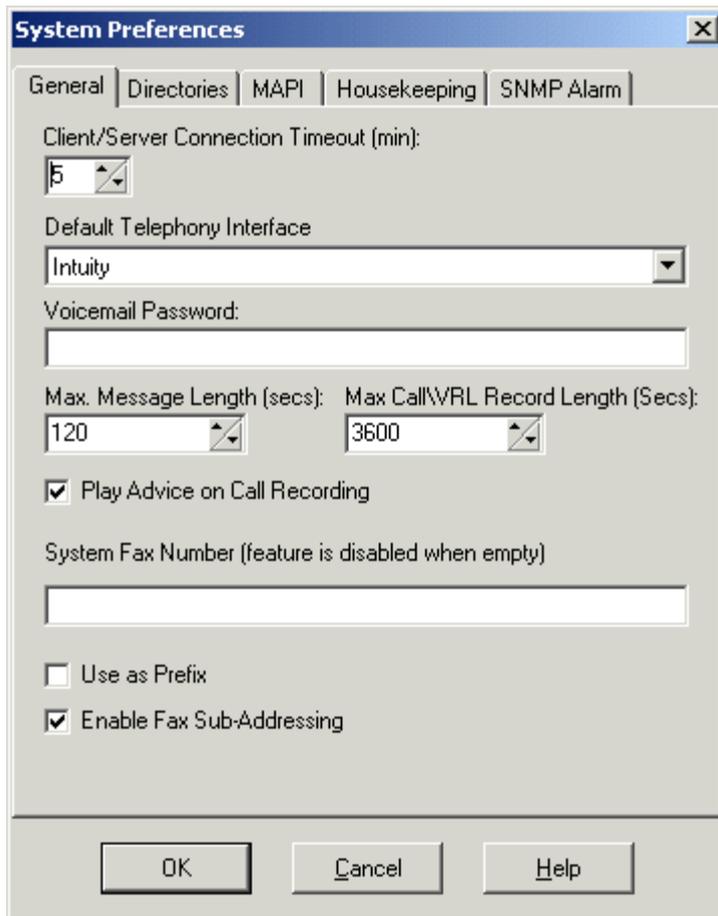
The **System Fax Number** is used to:

- Enable fax detection.
By default fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to the defined system fax number.
- Define the default destination for fax calls that arrive in a Voicemail mailbox and which are to be redirected to a fax machine.

Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to a mailbox owner's personal fax number, if one has been set. For information mailbox owners should read the [Intuity Mailbox User Guide](#).

To set the Voicemail Pro system fax number:

1. From the **Administration** menu, select **Preferences**.
The System Preferences window is displayed.
2. Click the **General** tab.



3. In the **System Fax Number** box, type the number of the general fax machine to which all incoming faxes are to be directed. This number must match the number of the analog extension that is connected to the fax board of the fax server PC.
4. Intuity mailbox owners can receive fax messages into their mailboxes and set a preferred fax number to use instead of the system fax number. As the administrator you still need to set up a system fax number to enable mailbox owners to set their own numbers. A personal mailbox fax number overrides the system fax number. Mailbox owners can find out more in the Intuity Mailbox User Guide.
5. If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if the prefix were 54, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201.
6. To use the specified prefix, check the **Use as a Prefix** box so that the number that you typed in to the **System Fax Number** box is used. If your fax system does not use prefix addressing, leave this box unchecked.

Important

- For this feature to work, you also need to set up a short code. For more information, see *Setting Up a Short Code for Routing Faxes to Prefixed Numbers*. See also the section *Configuring a C3000 Fax Server* which describes a supported fax server that uses this capability.

7. Most fax servers perform fax forwarding based on DTMF signalling received with the fax call. Check the **Enable Fax Sub-Addressing** box so that the DTMF signal is passed to the fax server after the call has been answered. This is so that the fax can be forwarded to the e-mail address of the intended recipient.
8. Click **OK**.
9. Click **Save & Make Live**.
10. If prefixed numbers are being used, the next step is to up a short code so that fax calls are routed to prefixed numbers. For more information, see [Setting Up a Short Code for Routing Faxes to Prefixed Numbers](#).

If the chosen mailbox mode is Intuity, you should then inform all mailbox owners that they can set up their own preferred fax destinations if they like. For more information, see [Setting Up a User Defined Fax Number](#).

If a system fax number is not being used, you can set up a menu action to route fax calls. For more information, see [Routing Fax Calls Using a Menu Action](#).

If the fax server PC uses an analog fax card, you need to configure the extension number to use for faxes. For more information, see [Configuring an Analog Extension Number for Fax Use](#).

Setting Up a Short Code for Routing Faxes to Prefixed Numbers

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or guide.

Setting Up a Short Code for Routing Faxes to Prefixed Numbers:

1. Start IP Office Manager.
2. In the Navigation pane, select **ShortCode**.
The **Short Code** tab is displayed.
3. Click  **Create new record**.
4. In the **Code** field, type the number of the tie-line, for example 54XXX. The 54 then corresponds to the tie-line to the fax server. The example 54XXX indicates that any 5 digit numbers starting with 54 will be handled using this short code. The XXX will be substituted with a three digit extension that the fax server can use to identify the associated mailbox.
5. From the **Feature** list, select **Dial**.
6. In the **Telephone Number** field, type a full stop or period. The stop or period means that the telephone number is forwarded to the fax server as it arrives, i.e. the tie-line/cross connection is forwarded. For example if the incoming telephone number is 54201, the phone number 54201 is forwarded to the fax server.
7. In the **Line Group ID** field, type the number of the line group, for example 30
8. Leave the **Locale** field empty.

9. Leave the **Force Account Code** box unchecked.

10. Click **OK**.
11. The next step is to inform Intuity mailbox owners that they can set up their own preferred fax destinations. For more information, see Setting Up a User Defined Fax Number.

Setting Up a User Defined Fax Number

If you enable the feature for them, Intuity mailbox owners can set up a preferred personal fax number that is more convenient to their location, for example if they are out of the office.

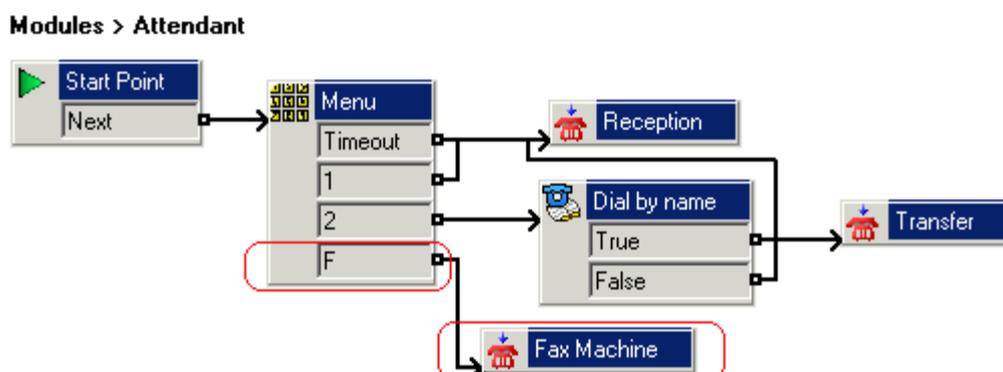
To set up a user defined fax number:

1. Complete the steps for setting up the system fax number. For more information, see Setting the Voicemail Pro System Fax Number.
2. Inform the mailbox owner that they can go ahead and set their preferred fax number. Refer the mailbox owner to the IP Office Intuity Mailbox User Guide.
3. If it has not already been done and the fax server PC is using an analog fax card, the next step is to configure the analog fax number to use. For more information, see Configuring an Analog Extension Number for Fax Use.

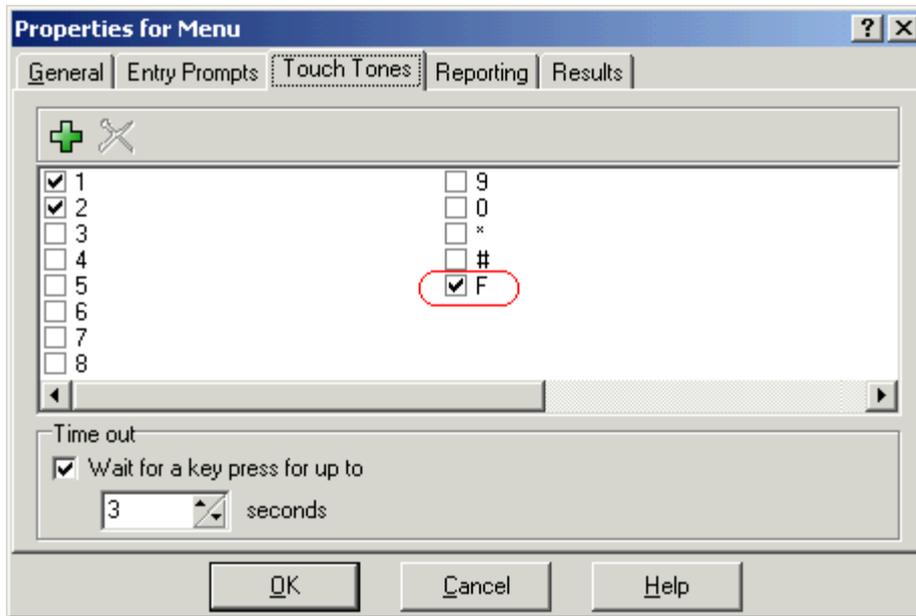
Routing Fax Calls Using a Menu Action

When an incoming call is routed to the auto attendant, the Menu Action has the facility to detect and redirect fax calls. This capability is enabled by including a number in the System Fax Number field via the Voicemail Pro Client, and adding F as the tone to detect in the Menu action. From the Menu Action, incoming calls presenting a Fax tone will then follow the 'F' callflow route, which could be a transfer call to a Fax Server Extension or Hunt Group.

You can add the **F** character to the Touch Tone options of a **Menu** action to specify the actions that should be applied to fax calls. The corresponding result can then be routed as required for fax calls received by the associated call flow. The following example module call flow is using **F** to redirect incoming fax calls to a specific transfer number.



The **F** result was added to the  **Menu** action **Touch Tones** tab using the  icon.



Configuring an Analog Extension Number for Fax Use

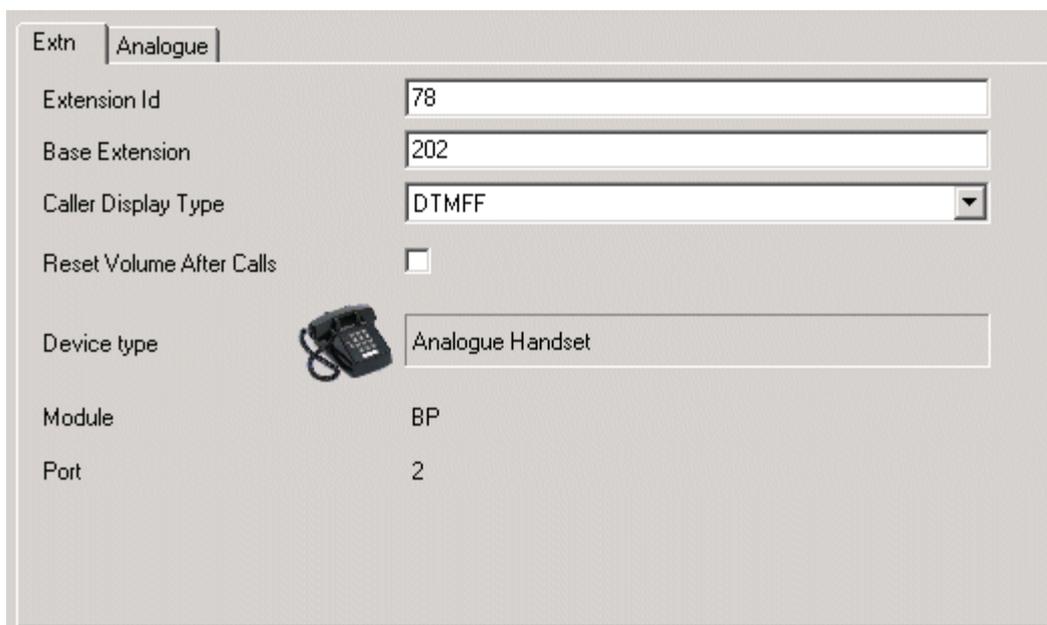
If the PC that is being used as the fax server uses an analog fax card, it must be connected to an IP Office analog extension (POT) port. You are then ready to configure the analog extension for fax use.

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or guide.

To configure an analog extension number for fax use:

- In IP Office Manager, display the Extension details for the extension that you are using for the fax.
- From the **Caller Display Type** list, select **DTMFF**.



3. Set up the incoming DDI routing of calls to specific users as required.

The screenshot shows the configuration page for an Analogue extension. On the left, under 'Equipment Classification', the 'Standard Telephone' option is selected. On the right, under 'Flash Hook Pulse Width', the 'Use System Defaults' checkbox is checked. Below this, 'Minimum Width' is set to 20 ms and 'Maximum Width' is set to 0 ms. Under 'Message Waiting Lamp Indication Type', the dropdown menu is set to 'None'. At the bottom, 'Hook Persistency' is set to 100 ms and 'Disconnect Pulse Width' is set to 0 ms.

- **Tip**

If the fax board can support multiple lines, you can configure them as a group (set to Hunt or Rotary). The group number can then be used as the fax destination instead of an individual extension number.

The next step is to set the Voicemail Pro system fax number. For more information, see [Setting the Voicemail Pro System Fax Number](#).

Configuring a C3000 Fax Server

This section explains how to configure a C3000 fax server to work with Voicemail Pro. Currently this type of fax server is used only in Germany.

The information provided here assumes that:

- The C3000 fax server software is installed
- The Exchange Connector is installed and configured.

For information about system requirements (hardware and software) and how to install the Exchange Connector, refer to the *C3000 Installation Manual*.

Configuring a C3000 fax server to work with Voicemail Pro involves the following key steps:

1. Set up an IP line so that the fax server can receive faxes from the IP Office. For more information, see [Setting up an IP Networking Gateway Line](#)
2. Set up the routing for incoming calls for each line group. For more information, see [Setting up Incoming Call Routes](#).
3. Set up the least cost routing with a short code. For more information, see [Setting Up a Short Code for Routing Faxes to Prefixed Numbers](#).
4. Configure XCAPi settings. For more information, refer to the *C3000 Installation Manual* and the *C3000 Administration Manual*.

Setting up an IP Networking Gateway Line

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or guide.

To set up an IP Networking Gateway Line:

1. Start IP Office Manager.
2. In the Navigation pane, select **Line**.
The **Line Settings** tab is displayed.
3. Click  **Create new record**.
4. Choose **IP Line**.
5. In the **Line number** box, select a line number that is unique to the system.
6. In the **Telephone Number** box, type the name of the line, for example *C3000*.
7. C3000 uses XCAPi and both are licensed separately from the IP Office. Ensure that the values in the following fields correspond to the XCAPi license:
 - Number of channels
 - Outgoing channels
 - Voice channels
 - Data channels
8. Leave the following boxes empty:
 - Prefix
 - National Prefix
 - International Prefix
9. Leave all other default settings unchanged.
10. On the **Short Codes** tab, leave the default settings as they are. Do not add or change anything here.
11. Click the **VoIP Settings** tab.
12. In the **Gateway IP Address** box, type the IP address of the C3000 fax server computer on which XCAPi is installed.
13. From the **Compression Mode** list, choose **G.711 ALAW 64K**.
This means that compression is not allowed, otherwise faxes cannot pass through.
14. From the **H450 Support Selection** list, choose **H450**.
15. Make sure that the **Fax Transport Support** box is **not** checked so that faxes are forwarded to the C3000 fax server. Otherwise the IP Office intercepts fax transmissions and tries to process faxes internally.
16. Leave all other options with the default settings unchanged.
17. Click **OK**.
The next step is to set up the routing for incoming calls. For more information, see Setting up Routing for Incoming Calls.

Setting up Fax Forwarding

Voicemail Pro is set up to forward faxes when users dial *1. Faxes are forwarded as follows:

- Gfi FAXMaker faxes are sent to <faxnumber>@faxmaker.com
- Fenestrae Faxination faxes are sent to <faxnumber>@faxination.com
- Equisys Zetafax faxes are sent to <faxnumber>@zfconnector.com
- Captaris RightFax faxes are sent to <faxnumber>@rightfax.com

Example

For example, if a GFi FAXMaker user dials *1 and enters the fax number to use followed by # to end the fax number and # to confirm, the fax is forwarded to <faxnumber>@faxmaker.com. Therefore if the user dials *1 followed by 201# and # to confirm, the fax is forwarded to 201@faxmaker.com.

Note

- It is the responsibility of the fax server administrator to ensure that exchange connectors are configured to receive such messages.

IVR Database Connection

IVR: Connecting Voicemail Pro to a Database

Voicemail Pro call flows can interact, read and write data, with almost any Windows database that supports ODBC (Open Database Connectivity) and SQL (Structured Query Language) format.

- **Requirements for Voicemail Pro Database Operation**
To use the Database actions within Voicemail Pro, a **VM Pro Database Interface** must be added to the IP Office configuration.

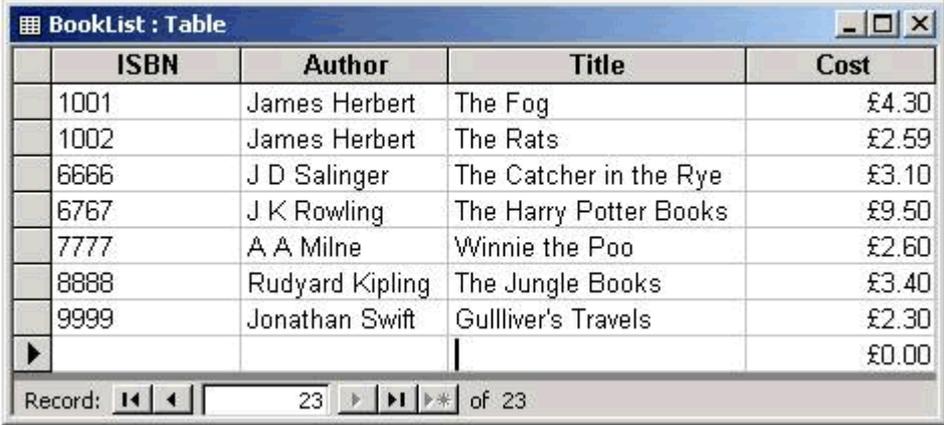
The  **Database Actions** that can be used in a call flow are:

-  **Database Open**
Opens the required database, including any necessary permissions and security options.
-  **Database Execute**
Defines a SQL query to either read matching records from the database or to write data to the database. Up to 6 fields can be defined to be returned in matching database records.
-  **Database Get Data**
Selects the current record from the matches returned by the preceding Database Execute action. The record fields are then placed into Voicemail Pro variables **DBD[0]** to **DBD[5]**. The Database Get Data allows selection of the first, next, previous or last record.
-  **Database Close**
Closes the database connection. This also occurs automatically if the caller disconnects.

Example Database Scenario

In this call flow example an auto-attendant has been created to allow callers to order books. The book details are held within a Microsoft Access database. Other databases can be used. Callers will be able to enter either the ISBN or Author's name. The title and cost of the item will be looked up allowing the caller to purchase the item if they wish to. If the caller purchases the book they will be able to enter their credit card details and a contact number.

Example of the database used in the call flow.



	ISBN	Author	Title	Cost
	1001	James Herbert	The Fog	£4.30
	1002	James Herbert	The Rats	£2.59
	6666	J D Salinger	The Catcher in the Rye	£3.10
	6767	J K Rowling	The Harry Potter Books	£9.50
	7777	A A Milne	Winnie the Poo	£2.60
	8888	Rudyard Kipling	The Jungle Books	£3.40
	9999	Jonathan Swift	Gulliver's Travels	£2.30
				£0.00

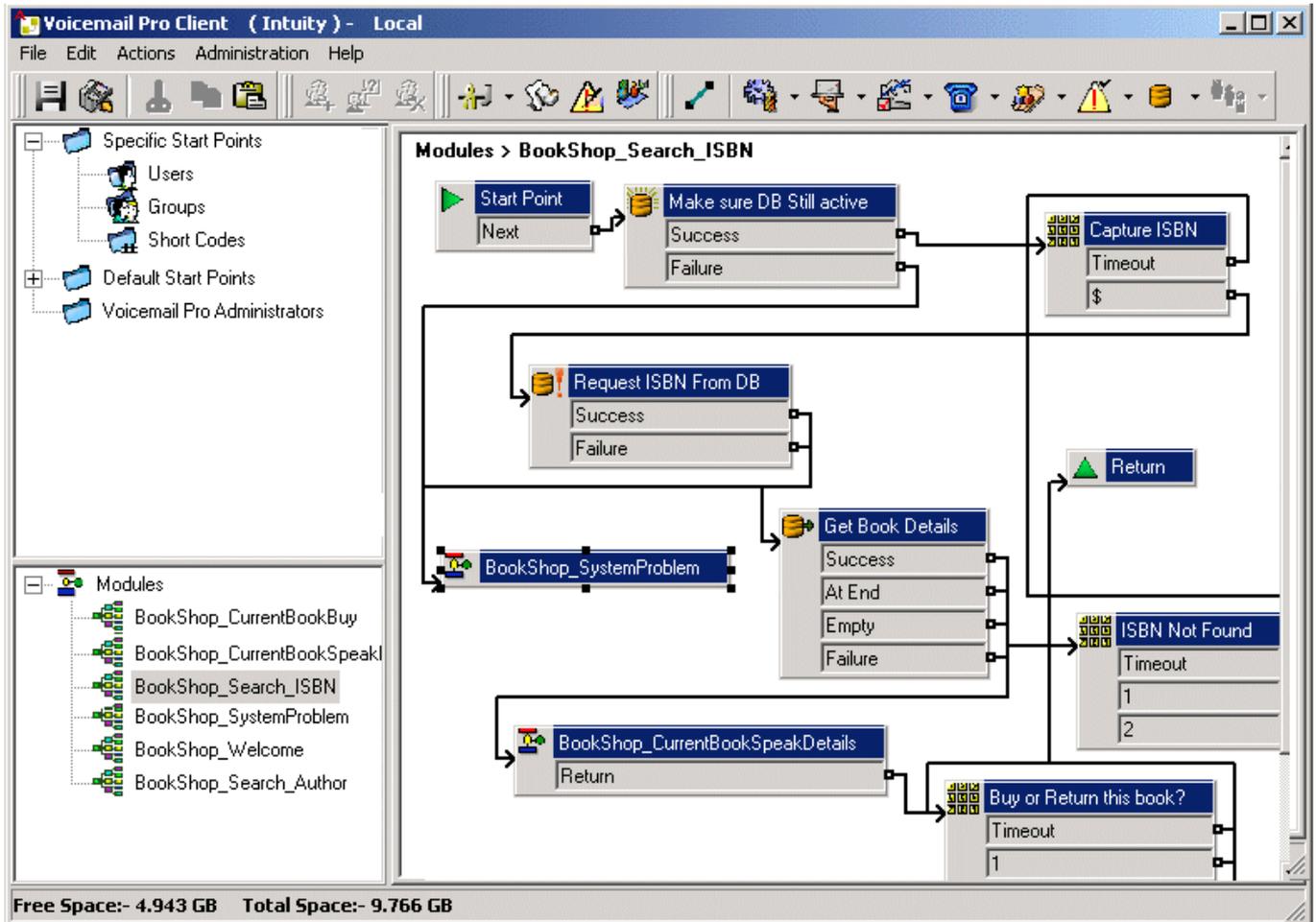
Record: 23 of 23

Note

- A copy of this database, the Voicemail Pro database and the wav files used can be found in Example Voicemail Pro Modules.

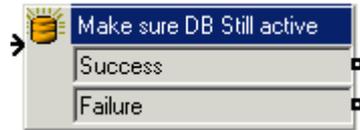
Retrieving Data from the Database

The **Bookshop_Welcome** module allows callers to choose to search the database by either the books ISBN number or the author's name. The screen below shows the call flow module used when a search by ISBN is selected. The database actions that have been used are shown below the call flow diagram, with details on the following pages.



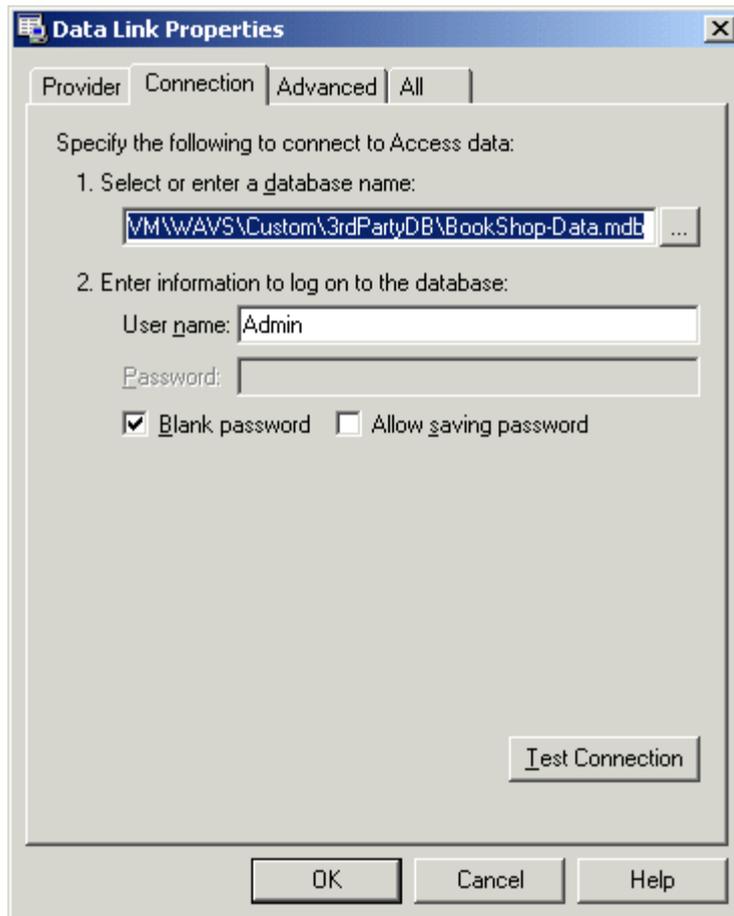
Database Open Action

The Database Open Action is used to link to the bookshop database.



The specific tab of the action contains the location of the database. Click the browse button to view the Data Link Properties dialog. The details entered into these screens will depend upon the type of database used. This example uses a Microsoft Access Database.

The example shown below shows the connection to the database.



If the database is available the callers move through the call flow to a menu action that will capture the ISBN number entered.

Database Execute Action

The Database Execute Action contains a query against the open database, in this example it concerns the ISBN captured in the previous menu action.



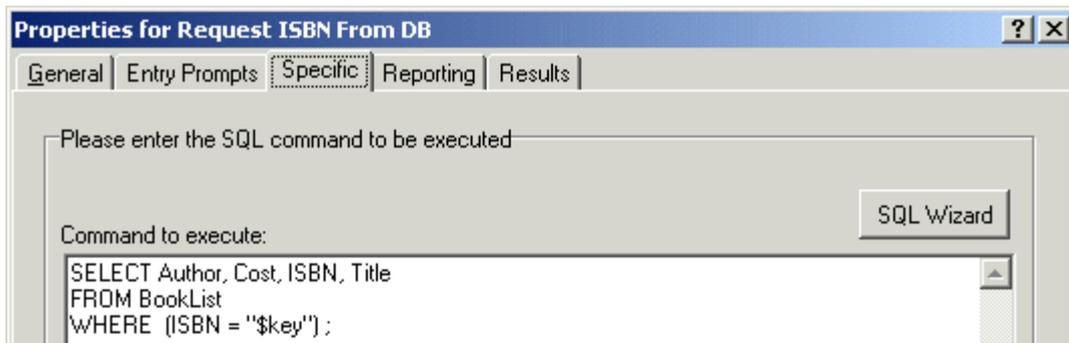
If the sequence of numbers entered by the caller matches an ISBN entry in the database, then the Author's name, cost, ISBN and book title details are captured. This query is entered into the Database Execute Action via the specific tab.

When entering information into the specific tab for the first time you are taken through a series of steps.

1. Select the Database Open Icon required. In this example the 'Make sure Database still active' icon was selected.
2. At the SQL Function window the option to 'Select ...From' was chosen as information from the database is required.
3. Details are then entered into the SQL Wizard, as shown below.

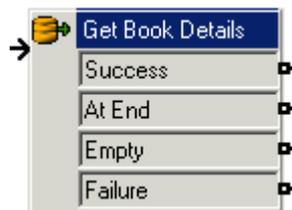
Logical	Field	Relational	Data
	ISBN	=	\$key

4. When the query has been entered the SQL wizard is closed. The specific tab of the action will contain the entered query, see example shown below.

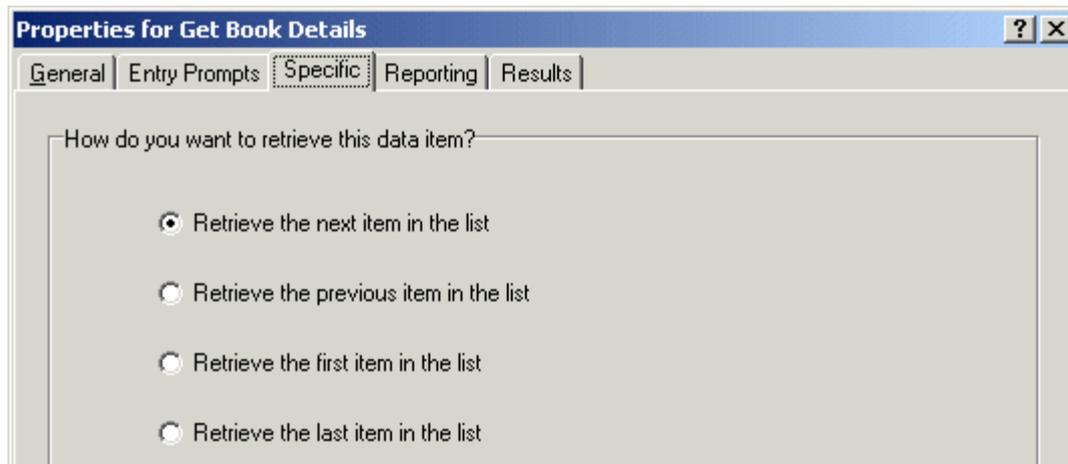


Database Get Data Action

The Database Get Data Action is used to return details of any matching entries following a search against a database.



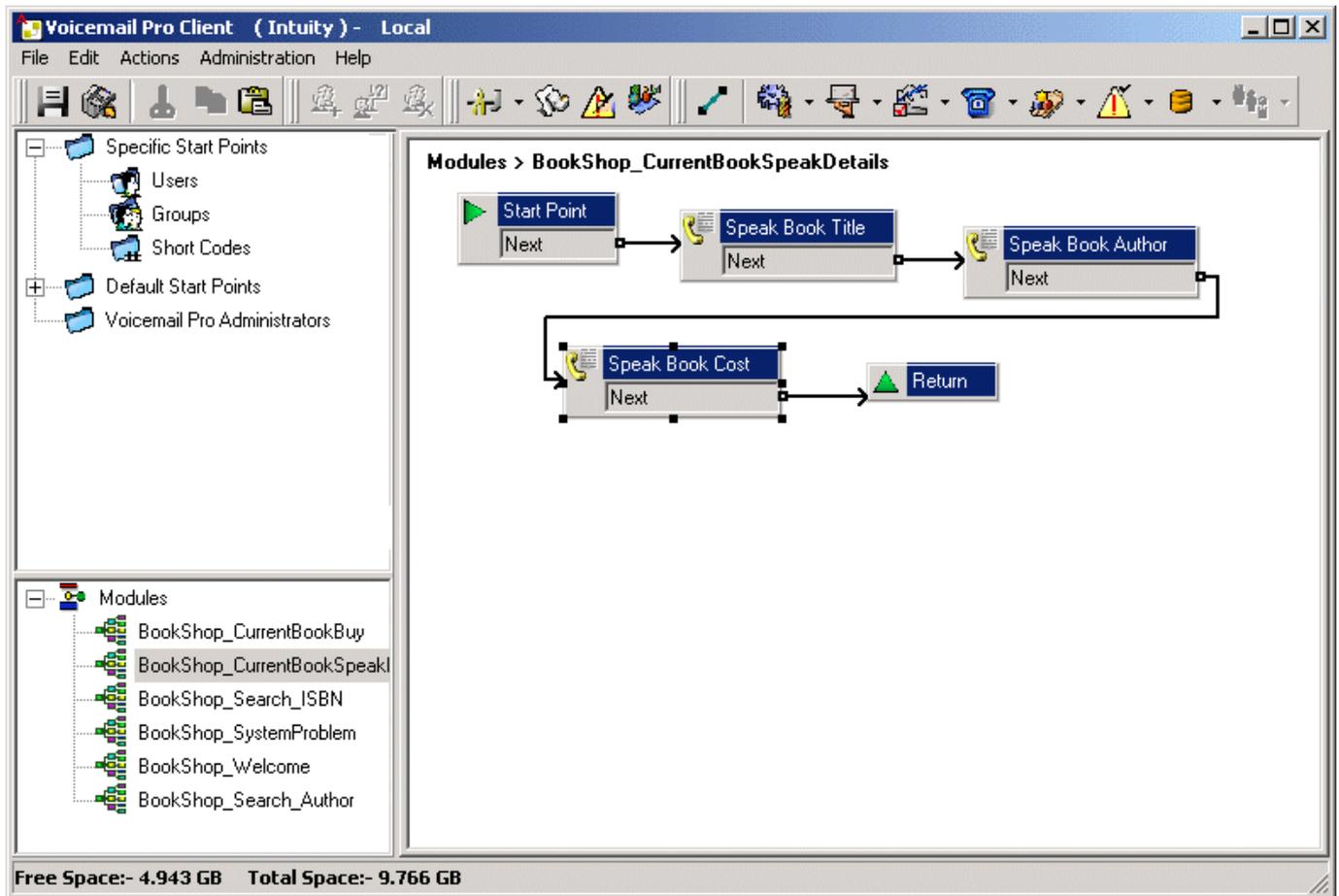
To retrieve the results an option is selected on the specific tab to select how the data is retrieved from the database. In this example the option 'retrieve the next item in the list' was selected to allow the caller to step through the results, if more than one match ISBN occurred.



If a matching ISBN has been found the call flow is routed to another module called 'Bookshop_CurrentBookSpeakDetails'.

Returning Data from the Database

The **Bookshop_CurrentBookSpeakDetails** module tells the caller the book title, the author's name and the cost of the book matching the ISBN that they entered.



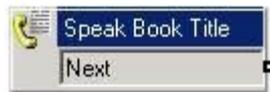
The information from the database is conveyed to the caller using the 'Speak Text Action'.

Note

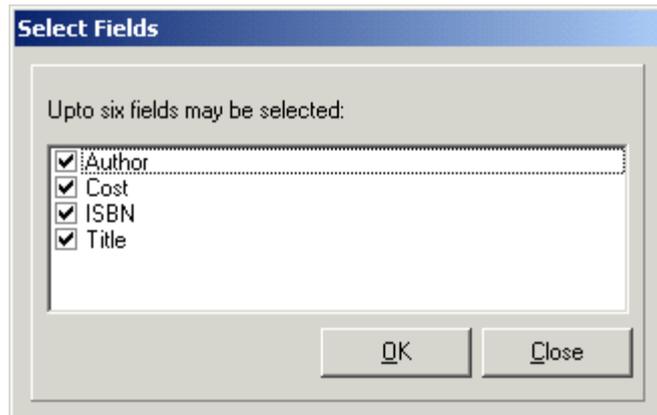
- To use the **Speak Action** the IP Office must be licensed for and have installed Text to Speech.

Speak Book Title

The Speak Book Title action is used to tell the caller the book title associated with the ISBN that was entered.



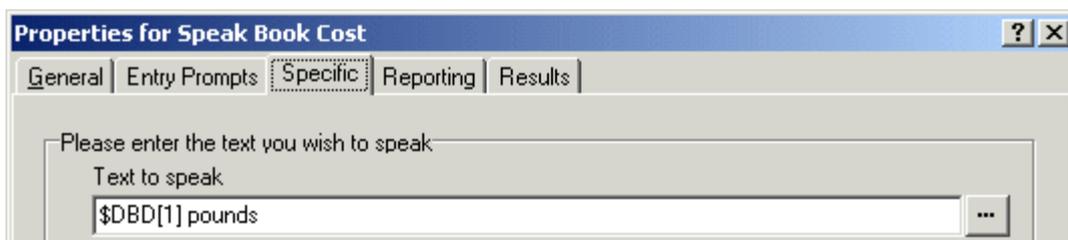
The fields selected in the 'Request ISBN from DB' action contain the information retrieved from the bookshop database. The fields selected were Author, Cost, ISBN and Title.



Any fields selected in a query will appear in alphabetical order.

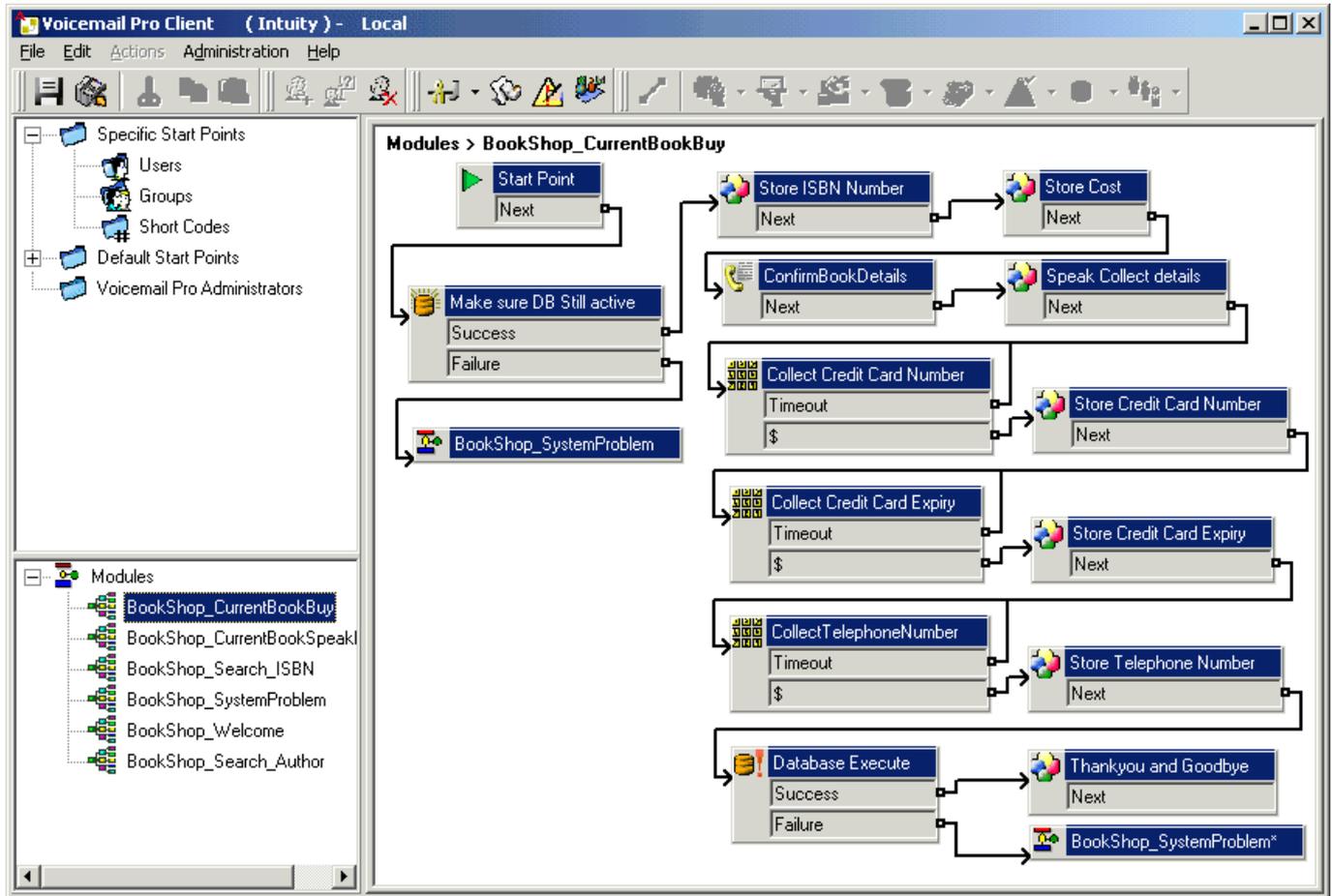
- \$DBD[0] would return details from the field Author
- \$DBD[1] would return details from the field Cost
- \$DBD[2] would return details from the field ISBN
- \$DBD[3] would return details from the field Title.

Each **Speak Text** action in the call flow returns the values from a different field selected within the database query. The 'Speak Book Cost' action has additional text added so that the currency can be spoken. In this example pounds are used. See below.



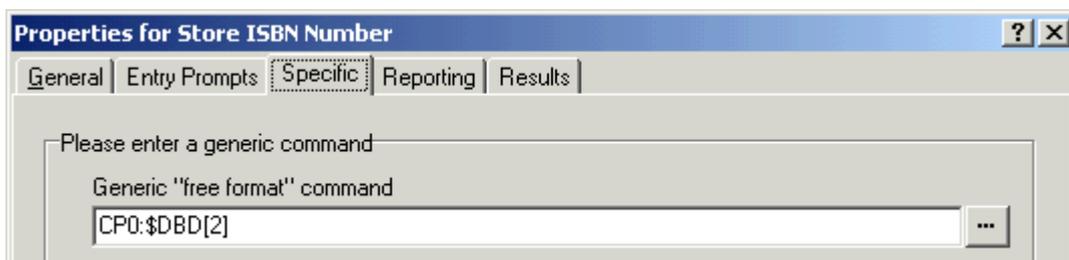
Entering Details into the Database

The caller is given an option to buy the book. If they select to buy the book, the call flow module **Bookshop_CurrentBookBuy** operates. The call flow immediately checks that access to the bookshop database is still available via a Database Open action.

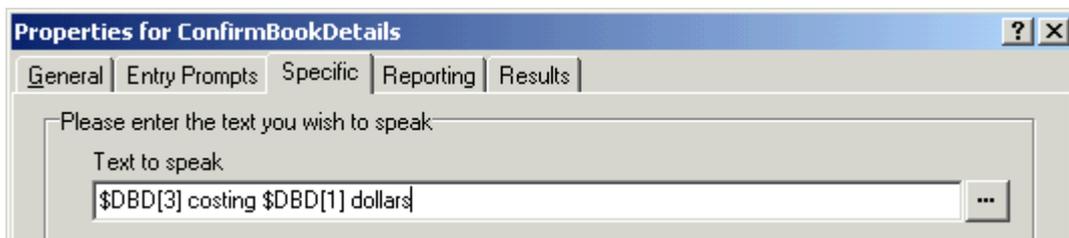


Confirm Book Details

Generic actions are used to store the ISBN number and cost. The example below shows how the ISBN number is stored in the system variable **CP0**.



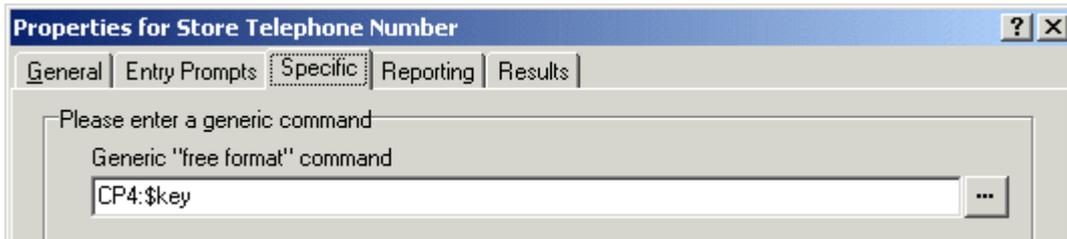
When the details have been stored the book title and cost are spoken to the caller using a **Speak Text** action. See the example below.



Collect Callers Details

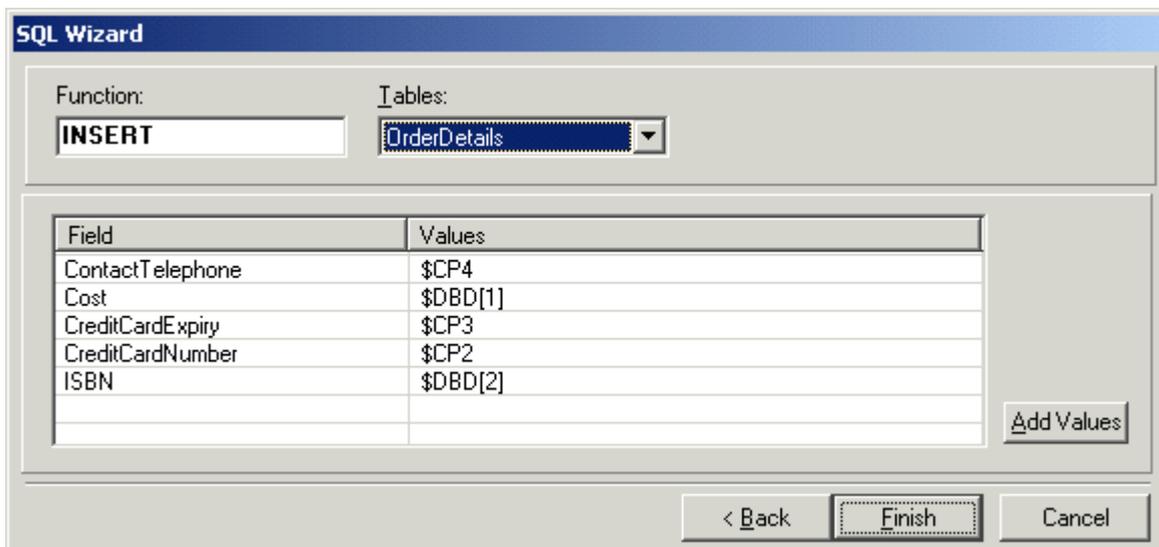
Details can be entered into a database by a caller. In this example we collect the caller's credit card number, expiry date and telephone number. All these details are collected and then the database is updated.

The example below shows the Specific tab entry used to collect the caller's telephone number and assign it to the system variable CP4.

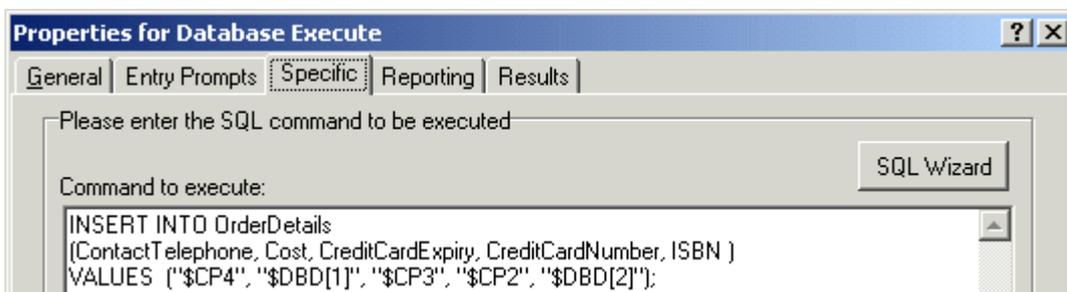


When all the details have been collected, the database needs to be updated. The database Execute Action is used. When entering information into the specific tab for the first time you are taken through a series of steps.

1. Select the **Database Execute** icon.
2. At the SQL Function window the option to 'Insert ...values' was chosen as information needs to be added to the database.
3. Details are then entered into the SQL Wizard, as shown below. When the Database table is selected, the list of fields contained within the table is inserted.



4. When the details have been entered the SQL wizard is closed. The specific tab of the action will contain the command to execute, see example shown below.

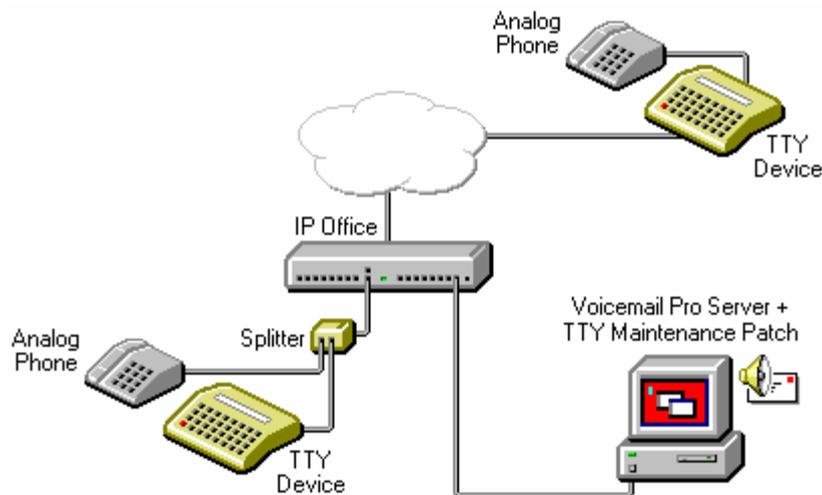


Support for Callers with Impaired Vision or Hearing

Overview

TTY is a method of sending and receiving text messages within the speech path of telephone calls. The text is entered and displayed through a TTY device, such as a text phone, connected in parallel with the user's normal telephone. Due to its widespread usage and support it has become the standard used by devices for the users with impaired hearing or vision.

Voicemail Pro 1.4 and higher supports the addition of TTY prompts for leaving messages in and collecting messages from Intuity mode mailboxes. Callers with a TTY device can see the TTY prompts and leave TTY format messages. The mailbox user, also with a TTY device, can collect and display those messages by following the prompts that are displayed on the TTY device.



The TTY device and associated analog telephone (linked either by a pass-through port on the TTY device or a telephone splitter) are connected to an analog extension port (POT) on the IP Office system. During calls the TTY can be used to display and send TTY messages. The analog telephone can be used to send dialing digits and provide a speech path during calls.

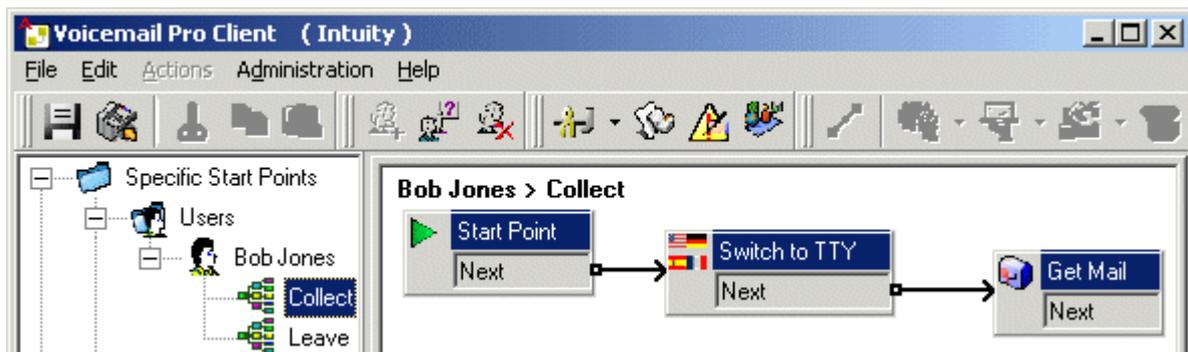
Changing the Language Setting for a TTY Device

An alternative to setting the user locale as TTY is to change the user's language setting in the Voicemail Pro call flows for that user. Here are two examples.

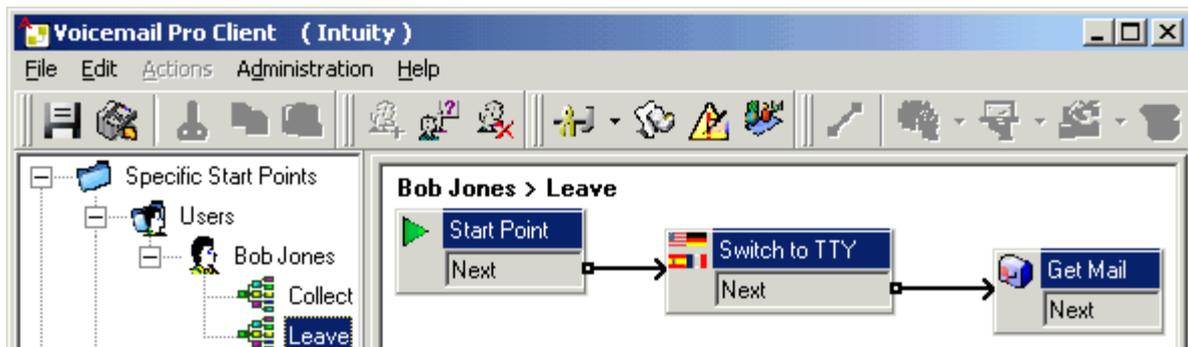
An Example of Customizing a Simple Mailbox Call Flow

The  **Select System Prompt Language** action can be used to change the prompt language used by subsequent actions in a call flow. Once the TTY Maintenance Patch has been installed, TTY is one of the selectable languages provided by the action.

In the simplest form, a  **Select System Prompt Language** action set to *TTY*, would be added to the user's **Collect** start point and followed by a **Get Mail** action.

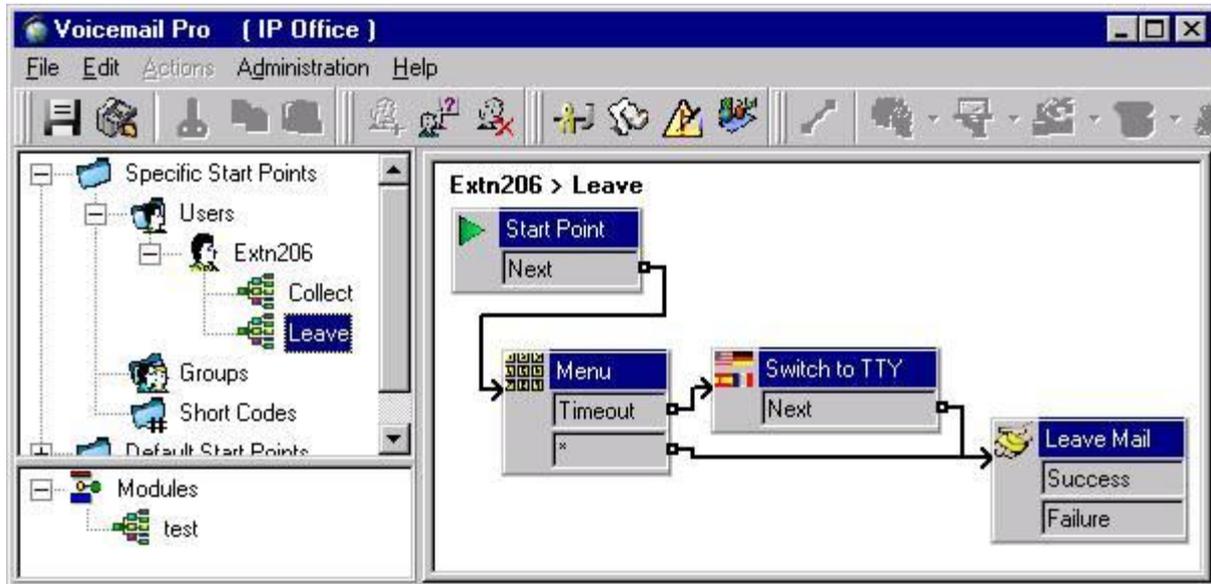


Similarly a  **Select System Prompt Language** action set to *TTY*, would be added to the user's **Leave** start point and followed by a **Leave Mail** action.



An Example of Customizing a Complex Mailbox Call Flow

If required, more complex call flows can be configured. For example, the call flow below allows callers to press * to receive spoken language prompts or to wait a few seconds for the timeout and then receive TTY prompts.



In this case messages are left in the same mailbox, but callers can select to have spoken prompts or default to TTY prompts.

For hearing impaired users who cannot handle spoken messages, the call flow for callers who select spoken prompts could have placed those messages into an alternate mailbox of a hearing user. These could then be collected and transcribed for the user.

Installing Voicemail Pro TTY (Textphone) Prompts

You can select TTY prompts from the list of language options when you install Voicemail Pro. For more information, see Installation Overview.

When the prompts have been installed, the user settings must be configured so that the IP Office recognizes the TTY device. There are two ways to configure a user so that they can use a TTY device with Voicemail Pro.

The simplest method is to change the user locale in IP Office Manager. This method requires no customization of a user's mailbox. For more information, see Changing User Locale or refer to the IP Office Manager help or User Guide.

An alternative to changing the user locale to TTY is to change the language setting in the Voicemail Pro call flows for the user who needs TTY prompts. For more information, see Changing the Language Setting for a Text Phone.

Changing User Locale

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

To change the user locale:

1. In IP Office Manager, click  to receive the system's current configuration.
2. Click  **User** to display the list of users.
3. Double-click the user for whom you are setting up TTY mailbox operation.
4. On the **User** tab, enter **TTY** in the **Locale** field.
5. Click **OK**.
6. Click  to send the configuration back to the system. If user locale was the only change made, select **Merge Config**.

The locale setting **tty** is not actually recognized by IP Office Manager. Therefore all aspects of a user's telephony operation on the IP Office will default to the system's locale setting (**System > System > Locale**). However, the user locale setting is transferred to the Voicemail Pro server during mailbox access and so will affect the prompts that are provided.

Advice for Mailbox Users Owners Using a TTY Device

To log into their mailbox with a TTY device, such as a text phone, mailbox owners must dial *17 and then take the analog telephone handset off hook.

When they are connected, users see prompts on the display of the text phone.

For requests such as "Press 1 for ..." users should dial from the keypad of the telephone. For messages followed by **GA** (go ahead) users are required to type text using their text device.

For more information, refer to the document "User Guide for Audix TTY Interface" (555-300-710).

Voicemail Pro Dial by Name

Overview

The Dial by Name action allows callers to indicate the user or group that they require by dialing the name on their telephone keypad and then making a selection from the matches found.

To use this feature the caller must use a telephone with DTMF dialing and with ITU alphabet letter keys as shown here.



The main pre-requisites before a Dial by Name action can be used are:

1. **User Names**

The user names are set through the IP Office Manager. Either the user's **Name** or **Full Name** field can be used for Dial by Name. If the **Full Name** field is set then it takes precedence over the **Name** field.

- **Changing Names**

Voicemail Pro mailboxes are created to match existing user Name's. If a user Name is changed, Voicemail Pro will create a new mailbox to match the new Name. Therefore care must be taken to ensure that Name field entries are as accurate as possible when first setting up users. Using the **Full Name** field for Dial by Name is recommended as the **Full Name** entry can be changed without affecting the existing mailbox entries.

2. **User Name Recordings**

Each mailbox to be included by the **Dial by Name** action needs to have had a user name recorded. This can be done in two ways:

- **Intuity Mailbox Mode**

By default when the user first enters their mailbox, they will be asked to set their voicemail code password and then to record their name.

- **IP Office Mailbox Mode**

In this mode you need to set up a call flow that allows users to record their name. In this document we have included an example module that can be used for that purpose. The same module can also be used by Intuity mode mailbox systems to let users re-record their names. See Adding a Record Name Module.

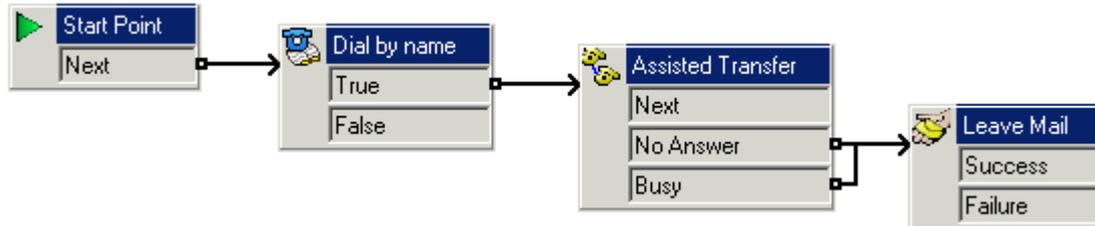
Example Call Flow: Dial by Name

In this example, after selecting a name using the Dial by Name service, the caller is transferred to the matching extension. If that extension doesn't answer or is busy the caller is transferred to the leave a message.

Note: A copy of this module can be found in Voicemail Pro Samples within the help pages.

1. In Voicemail Pro we added a new module and called it **Dial by Name**.

Modules > Dial by Name



2. From **Telephony Actions** we added a **Dial by name** action.
3. From **Telephony Actions** we also added an **Assisted Transfer** action. In its properties **Specific** tab we set **\$KEY** as the **Mailbox**.
4. We connected the **Dial by name** action's **True** result to this action.
5. From **Mailbox Actions** we added a **Leave Mail** action. Again in its **Specific** tab we set **\$KEY** as the **Mailbox**. We added links from the **Assisted Transfer** action's **No Answer** and **Busy** results to this action.

Adding a short code

1. In IP Office Manager, we added a new system short code. For this example we chose ***75** and then entered the details as shown below.

Short Code	
Code	*75
Feature	Voicemail Collect
Telephone Number	"Dial by Name"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

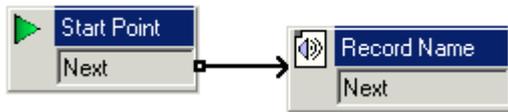
2. After merging this back into the IP Office, users can dial ***75** to access dial by name. They can also transfer callers to this call flow.
3. The short code can be added a SoftConsole or DSS button. In addition an Incoming Call Route could be used to direct specific external calls direct to the function, for example if you had a specific external number used by employees to ring in when off site.

Adding a Record Name Module

This module allows users to record/re-record their mailbox name. This, or a similar module, is necessary if the Voicemail Pro is using IP Office mailbox mode. However it is still useful if the Voicemail Pro is using Intuity mailbox mode as it gives users quick access to re-record their name.

1. In Voicemail Pro, we added a new module and called it **Record Name**.

Modules > Record Name



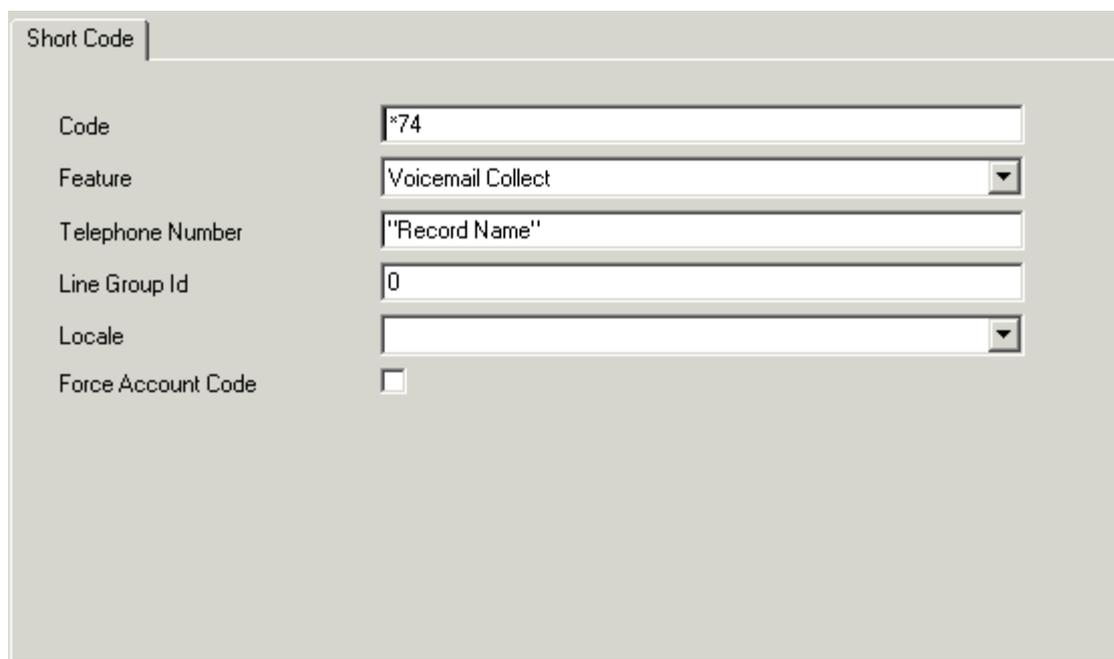
2. We added a Record Name action.

- In the **General** tab of the **Record Name** action's properties we set the **Pin** as **\$**. The **\$** means that caller's must enter their Voicemail Code in order to use the action.
- We left the **Specific** tab set to **Caller's Mailbox**.

3. We then used  **Save and Make Live**.

Adding a Shortcode:

1. In IP Office Manager, we added a new system short code. For this example we chose ***74** and then entered the details as shown below.



The screenshot shows a window titled "Short Code" with the following fields:

Code	*74
Feature	Voicemail Collect
Telephone Number	"Record Name"
Line Group Id	0
Locale	
Force Account Code	<input type="checkbox"/>

2. After merging this back into the IP Office, users can dial ***74** at their extension To record their mailbox name.

Using the Name Table

It is possible to create a service that will allow access to re-record the name of any mailbox. The **NameWavsTable** does this by requesting an extension number and then allowing you to play, re-record and submit a name recording for that extension. It then allows another extension number to be entered and so on.

Naturally if this option is used it should be behind suitable PIN code and other security protection as it allows the recording of names for any mailbox.

To use the Name table:

1. In Voicemail Pro, create a new module.
2. Add a **Goto** action and open its properties.
3. In the **General** tab, enter a unique number in the **Pin**.
4. In the **Specific** tab, in **Please select a node to go to** enter **NameWavsTable**.
5. Click **OK**.
6. Using a short code or other method, create a route to the new module.

Changing Full Names

Users with DS port display phones can set and change the way in which their full name is displayed through their telephone. This name will then be used for the text matching part of Dial by Name.

4400, 4600 and 6400 Phones with a Menu Key

1. Press **Menu**  twice.
2. Press **▶** and select **ProgA**.
3. Press **▶** and select **Name**.
4. Enter the new name. Use the dialing keys and **Rotat** to enter characters. For example, to enter an L, press the 5 key and then press **Rotat** until an **L** is displayed. You can use the top-left display key to backspace.
5. When the text is as you require press **Done**.
6. Press **Exit** .

Changing the Language Used by Voicemail Pro

Overview

Voicemail Pro can be used in a wide range of languages. To find out which languages are available, see Supported Languages.

For external callers the Voicemail Pro tries to match the **Locale** setting of the IP Office system. For internal callers, if they have a different user locale in their user setting, Voicemail Pro tries to match that language.

With centralized Voicemail Pro, the default locale is that of the central IP Office. If users on the remote IP Office want different language prompts, each of their user locales must be changed separately.

If prompts for a required language are not installed, Voicemail Pro has a set of rules that it follows to find the best alternate language. For example if prompts are not available for users with their locale set to French Canadian, Voicemail Pro looks for French prompts instead. If French prompts are not installed, it looks for English US and finally English UK. For more information about these rules, see Automatic Fallback Language Rules.

The language played to a caller can be changed during a call. This is achieved using a **Select System Prompt** action. For more information, see Using the Select System Prompt.

Automatic Fallback Language Rules

The following table shows the choice of Locales that might be set in an IP Office configuration. The locale is set using IP Office Manager.

The list also shows the first choice language prompts that Voicemail Pro will try to use, followed by the second choice and so on. For example, if prompts for users with their locale set to French Canadian are not available, Voicemail Pro looks for French prompts instead, then English US and finally English UK.

The () brackets indicate the Locale setting in the IP Office configuration. The following abbreviations are the language prompt folders used by Voicemail Pro in order of preference.

- **Chinese PRC (zh)**: en, enu.
- **Chinese Traditional (ch)**: en, enu.
- **Danish (dan)**: da, en.
- **Dutch (nlb, nld)**: nl, en.
- **English UK (eng, ena, enz)**: en.
- **English US (enu, enc)**: enu, en.
- **Finnish (fin)**: fi, en.
- **French (fra)**: fr, frc, en.
- **German (deu)**: de, en.
- **Greek (ell)**: el, en.
- **Hungarian (hun)**: hu, en.
- **Italian (ita)**: it, en.
- **Japanese (jpn)**: jp, en.
- **Korean (kor)**: ko, en.
- **Norwegian (nor)**: no, en.
- **Polish (plk)**: pl, en.
- **Portuguese (ptg)**: pt, ptb, en.

- **Brazilian Portuguese (ptb):** ptb, pt, en.
- **Spanish (esp):** es, eso, en.
- **Latin Spanish (esm):** eso, es, enu, en.
- **Swedish (sve):** sv, en.
- **French Canadian (frc):** frc, fr, enu, en.

Changing the Language of System Prompts

With the  **Select System Prompt** action (Voicemail Pro 1.2.6 or higher) you can change the language that is used in a call flow from that of the IP Office system or the mailbox user's locale.

A step by step example that illustrates how to use the **Select System Prompt** action is provided here.

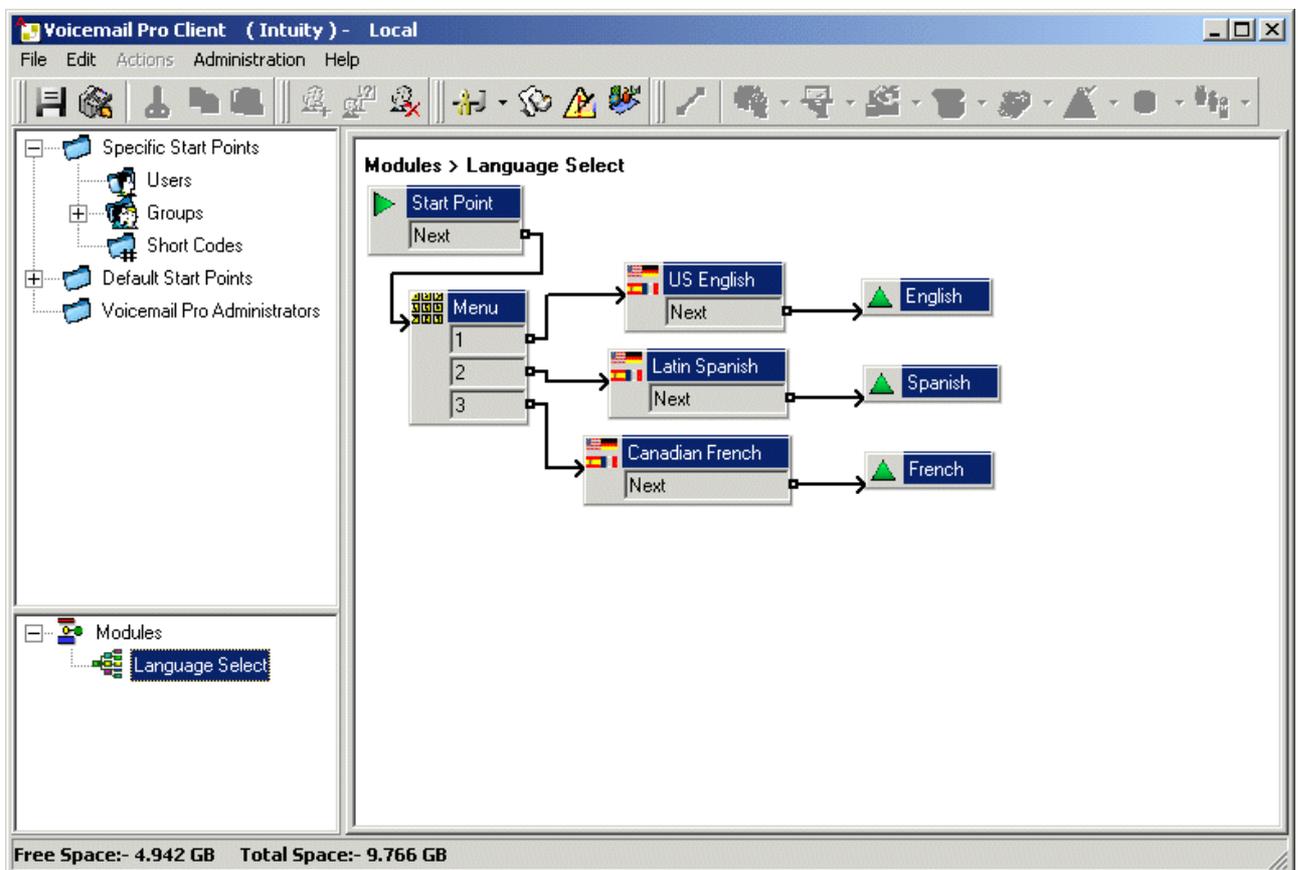
Note

- The **Select System Prompt** action changes the default language prompts but not any custom prompts. To change the custom prompts you need to use the \$LOC variable in the path to the custom prompt files. For more information, see Changing the Language of Custom Prompts.

Example

In a small hotel, Voicemail Pro is providing mailboxes for rooms. To assist the room users, we want to start message collection by letting them indicate their preferred language for voicemail prompts.

1. First we created a module for language selection.

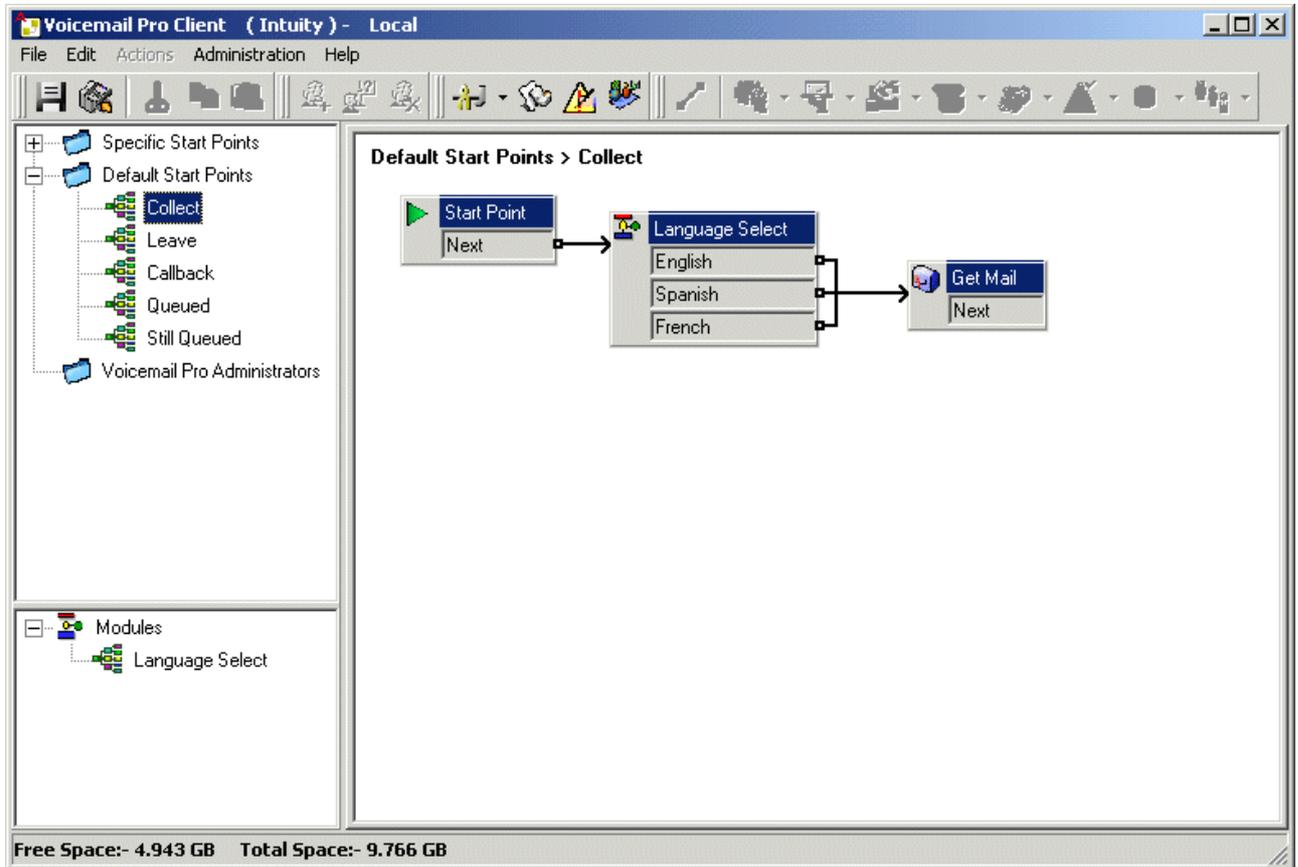


The module contains a Menu action with a Select System Prompt action set to the required language for each key press.

For the Menu action we recorded an Entry Prompt asking the user to indicate their language choice; "Press 1 for English, 2 por Español, 3 pour Français".

The Select System Prompt actions were all connected Module Return actions.

- Next we altered the default start point for message collection. We inserted the **Language Select** module and a **Get Mail** action.



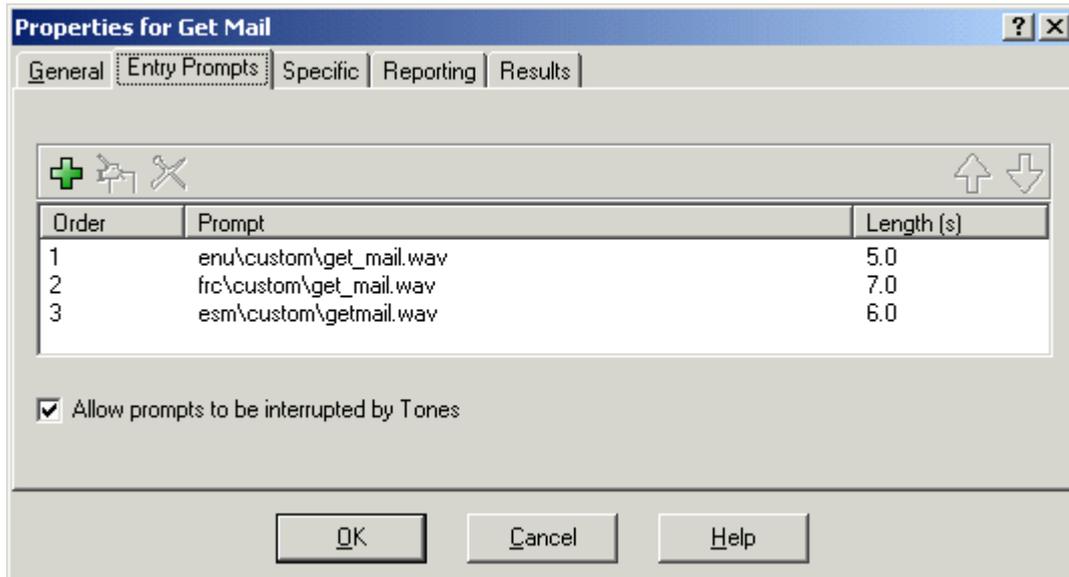
- We could have inserted the actions for language selection directly into the call flow. However, by doing it as a module we can reuse the language selection process in other start points.

Changing the Language of Custom Prompts

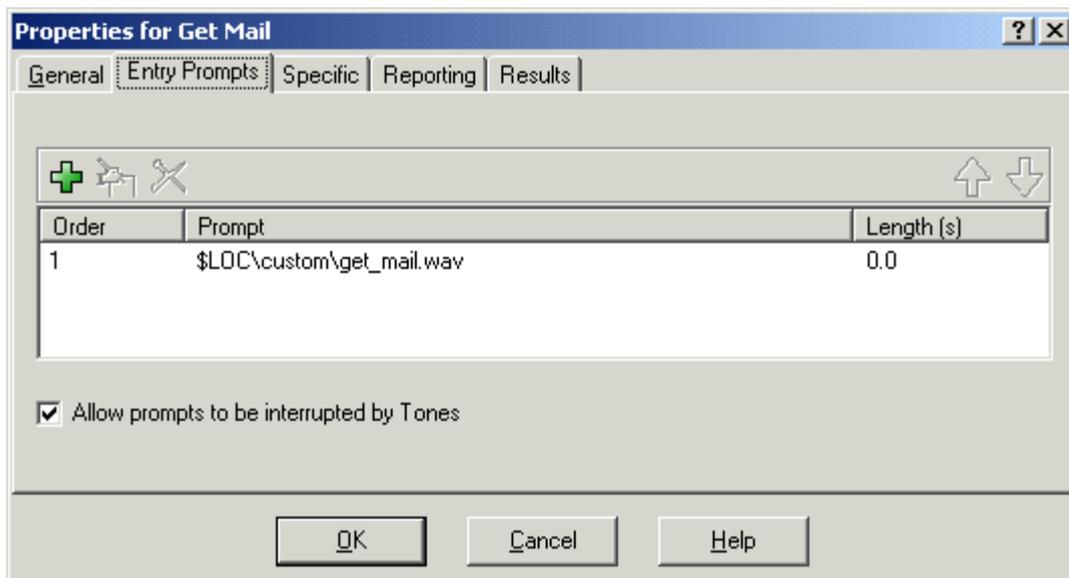
Instead of using multiple return points from a Language Select module (one for each language) and linking to separate Get Mail actions (each with an Entry Prompt in the required) language, you can use a single Get Mail action.

To change the language of custom prompts:

1. Through the **Get Mail** action's properties, record an **Entry Prompt** for US English users and save it as **enu\custom\getmail.wav**.
2. Record a similar prompt for French Canadian users and Latin Spanish users. Note that the you need to use the same file name each time and save each file in a different language folder.



3. Delete all except one of the entry prompt entries. Note that this does not delete any of the recorded prompts.
4. For the remaining entries, change the file path by inserting **\$LOC** in place of the language folder name, for example **\$LOC\custom\getmail.wav**.



Mailbox User Controls

Overview

With IP Office mailbox owners can control their mailbox and messages in a number of ways after they have logged in to the mailbox.

- **Standard IP Office Mailbox Mode**
This is the only mode for Voicemail Lite. Voicemail Pro can also be set to run in this mode.
- **Intuity Mailbox Mode**
This is the default mode for Voicemail Pro. It provides an IP Office emulation of many of the Avaya Intuity features.

For information about switching between IP Office and Intuity mailbox mode, see Changing Mailbox Operation Mode.

- **Phone Manager**
The Phone Manager application enables a user to switch voicemail and voicemail ringback on/off. Phone Manager Pro also provides full visual access to a user's voicemail and allows messages to be played back and controlled through their PC. For more information, see the Phone Manager User Guide or help.

If a mailbox does not have a recorded name greeting, when that mailbox is accessed to collect messages, the caller is asked to record their name before proceeding to collect messages. The name greeting is used for functions such as Dial by Name actions and Intuity mode name lookup (**6).

Tip

- As Voicemail Pro system administrator, you should ensure that mailbox owners have the help and user guide for their type of mailbox available to them. There is an IP Office User Guide and an Intuity Mailbox User Guide. Both are available in PDF and online help formats. You can find them on the IP Office Documentation CD or you can download them from the Avaya knowledge base at www.avaya.com/ipoffice/knowledgebase.

Telephony Operation Mode

All users should be made aware that messages are automatically deleted from the server after being played unless they set the message as saved. mailbox owners can find out about saving messages in the user guide for their type of mailbox.

All users can use the following default short codes:

- **Access their mailbox from their own extension: *17**
- **Turn voicemail on: *18**
- **Turn voicemail off: *19**
- **Turn voicemail ringback on: *48**
- **Turn voicemail ringback off: *49**

After a user has logged into their mailbox, the Voicemail Pro Server offers two sets of mailbox controls.

- **IP Office**
This is the default mode used and matches the features of Voicemail Lite.
- **Intuity**
This is IP Office Intuity emulation mode. Intuity is a mailbox interface used on a range of Avaya voicemail systems. In Intuity emulation mode, Voicemail Pro supports a range of Intuity features but not all Intuity features. For full details of those Intuity features supported by Voicemail Pro, refer to the IP Office Intuity Mailbox User Guide.

Note

- If the **Regional Setting** of the server onto which Voicemail Pro is installed is "**English (United States)**", Voicemail Pro defaults to Intuity mailbox operation.

The prompts provided to a mailbox user are determined by the user's Locale setting as set through the IP Office Manager. Note that on some phones users can change their language setting themselves. Mailbox owners should refer to the user guide for their type of mailbox. For information about supported languages, see Language Support.

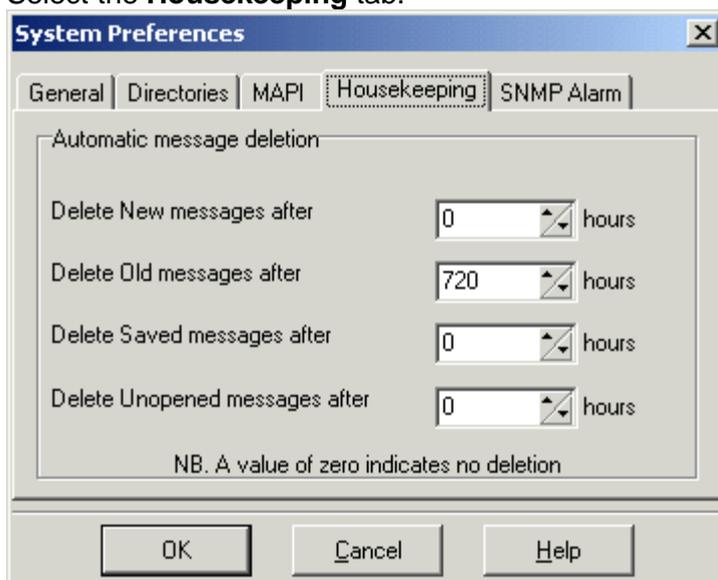
For information about changing to Intuity or IP Office mailbox operation mode, see Changing Mailbox Operation Mode.

Automatic Message Deletion - Housekeeping

Messages are automatically deleted from the voicemail server after being played (including those played via the users IMS email client) after a set delay. This delay can be adjusted for different message types.

The process of housekeeping is performed after any two hour idle period, that is a period with no call into or from the voicemail server.

1. Click the preferences  icon or
2. From the **Administration** menu, select **Preferences** and then choose **General**.
3. Select the **Housekeeping** tab.



4. Adjust the settings as required for the different message types.
5. Click **OK**.
6. Click  **Save and Make Live** and select **Yes**.

Personal Distribution Lists

Personal distribution lists (also known as mailing lists) are available to mailbox users when the system is in Intuity mode.

Each mailbox can accommodate up to 20 lists. Each list can contain up to 360 mailbox numbers. Lists can then be used for forwarding or sending messages from the mailbox.

Each list can be marked as private or public. Public lists can be used by other mailbox users when forwarding or sending messages. A user can also import the contents of a public list into one of their own lists.

If Voicemail Pro Networked Messaging (VPNM) is installed, lists can include mailboxes on remote systems. The only difference in presentation is that, where the mailbox user name is used to identify local mailboxes in a list, remote mailboxes are listed by number only.

Lists are maintained either through the mailbox or through Phone Manager Pro version 3.0 or higher. Lists cannot be viewed or controlled from the Voicemail Pro Client. For more information about mailing lists, mailbox owners can refer to the Intuity Mailbox User Guide.

VBScript

VB Script Action



This action allows an administrator to construct call flow logic via VB-Scripting. A number of predefined methods and system variables are available. The **Syntax Check** button can be used to verify any scripting that is added.

This action has two possible results (**Success** or **Failure**) for which connections to subsequent actions can be made. The results are based on the scripting entered in the Specific tab.

Specific Tab

Enter VBScript

In the Script area enter the VB-Script as required. A script can contain a maximum of 1000 characters. A script must end with a carriage (CR) return line feed (LF). If a script does not already finish with these characters, the VB Script syntax parser that Voicemail Pro uses adds them to terminate a script.

Details of the System variables and COM methods that are supported are accessible by right clicking in the VB Script area.

Properties

The following properties can be accessed within VBScripts. Note that unless otherwise stated they are session based, ie. the data is specific to a particular call Voicemail Pro call and does not persist between calls.

Voicemail contains various state variables that are associated with a specific interaction with voicemail. These include the caller id, name of the mailbox, etc. The following system variables map to properties associated with the object:

- **\$CLI** – CallingParty Property (read-only).
- **\$LOC** – Locale Property (read-write).
- **\$NAM** – Name Property (read-only).
- **\$RES** – Result Property (read-write).
- **\$SAV** – SavedResult Property (read-write).
- **\$VAR** – Variable Property (read-write).

The following properties specific to queued and still queued call flows only, for example main.Queued and main.StillQueued.

- **\$QPOS** – PositionInQueue Property (read-only).
- **\$QTIM** – EstimatedAnswer Property (read-only).

The following properties are related to the messages within the mailbox.

- **NewMsgs Property** – Returns the count of new messages within the session's mailbox.
- **OldMsgs Property** – Returns the count of old messages within the session's mailbox.
- **SavedMsgs Property** – Returns the count of saved messages within the session's mailbox.
- **LastAccessedMsg Property** – Returns the name of the last recorded or accessed message.

Note: VB Scripting will only support variant types.

Internal Variables

Some of the variables that exist within Voicemail Pro can be split into smaller sections using a delimiter.

Example: A CLI contains the number 01707364143. If the call flow references the variable as **CLI@0,4** then the value **01707** will be returned i.e. the first five numbers.

VBScript Properties

CallingParty Property

The **CallingParty** property returns the caller id associated with the voicemail session used for VBS interaction with Voicemail (equivalent to \$CLI system variable).

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A String object containing the name of the calling party (or \$CLI). For example:
 - `String = Voice.CallingParty`
- **Remarks:** The *CallingParty* property is only valid for the current session to Voicemail.
- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim callerid
    callerid = Voice.CallingParty
end if
End Sub
```

EstimatedAnswer Property

The **EstimatedAnswer** property returns the \$QTIM voicemail system variable. This is the user's estimated time to answer within the queue in seconds and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** This property is read-only.
 - **Get:** A long containing the current value for \$QTIM. For example:
 - `Long = Voice.EstimatedAnswer`
-

LastAccessedMsg Property

The **LastAccessedMsg** property returns the name of the last recorded message. If the IP Office TUI is used then this will also contain the name of the last played message.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A string object containing the fully qualified name of the last played or recorded message. For example:
 - `String = Voice.LastAccessedMsg`

Locale Property

The **Locale** property gets and sets the \$LOC voicemail system variable.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$LOC variable. For example:
 - `Voice.Locale = String`
 - **Get:** A string object containing the current value for \$ LOC. For example:
 - `String = Voice.Locale`
- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim locale
    DO SOME PROCESSING.
    locale = Voice.Locale
    Rem NOW SET LOCALE TO FRENCH
    Voice.Locale = "fr"
    DO SOME PROCESSING.
    Rem NOW SET LOCALE BACK TO WHAT IT WAS
    Voice.Locale = locale
end if
End Sub
```

Name Property

The **Name** property returns the name of the mailbox associated with the voicemail session used for VBScript interaction with Voicemail (equivalent to \$NAM system variable).

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A String object containing the name of the associated voice mailbox. for example:
 - `String = Voice.Name`

NewMsgs Property

The **NewMsgs** property returns the number of new messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of new messages within the mailbox. For example:
 - `Number = Voice.NewMsgs`

OldMsgs Property

The **OldMsgs** property returns the number of old messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of old messages within the mailbox. For example:
 - `Number = Voice.OldMsgs`
-

PositionInQueue Property

The **PositionInQueue** property returns the \$QPOS voicemail system variable. This is the user's current position in the queue and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** This property is read-only.
 - **Get:** A string object containing the current value for \$QPOS. For example:
 - `String = Voice.PositionInQueue`
-

Result Property

The **Result** property gets and sets the \$RES voicemail system variable. The \$RES variable contains the result property of a callflow action. The result is action-specific, for example OK, FAILED, BUSY and so on. The callflow action is able to use the variable to determine logic to be based upon the Result of a preceding Action, or as a temporary variable in the VB-Script. However the variable will be overwritten after the VB Action is completed. If the values from the VB action icon need to be passed to subsequent actions, it is advisable to use user variables.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$RES variable. For example:
 - `Voice.Result = String`
 - **Get:** A string object containing the current value for \$RES. For example:
 - `String = Voice.Result`

- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim result
    dim success
    DO SOME PROCESSING.
    if success Then
        Voice.Result = TRUE
    else
        Voice.Result = FALSE
    end if
End Sub
```

SavedMsgs Property

The **SavedMsgs** property returns the number of saved messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of saved messages within the mailbox. For example:
 - `Number = Voice.SavedMsgs`
-

SavedResult Property

The **SavedResult** property gets and sets the \$SAV voicemail system variable.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** A string object that contains the new value for the \$SAV variable. For example:
 - `Voice.SavedResult = String`
 - **Get:** A string object containing the current value for \$SAV. For example:
 - `String = Voice.SavedResult`
-

Variable Property

The **Variable** property gets and sets the \$VAR voicemail system variable.

- **Owning object:** vmprov5.voicescript
 - **String:**
 - **Set:** A string object that contains the new value for the \$VAR variable. For example:
 - `Voice.Variable = String`
 - **Get:** A string object containing the current value for \$VAR. For example:
 - `String = Voice.Variable`
-

VBScript Methods

ForwardMsg Method

The **ForwardMsg** method is used to forward a file or message to other mailboxes.

```
Voice.ForwardMsg(  
    file As String,  
    mailboxes As String,  
    ident As String  
)
```

- **Parameters**
 - **file** - This contains the name of the message file to be forwarded. The following formats are allowable:
 - **[GREETINGS]\greeting**
Forwards the greeting stored within the greetings directory (the .WAV extension is automatically appended).
 - **[ACCOUNTS]\mailbox\message**
Forwards the message stored within the specified mailbox (the .WAV extension is automatically appended).

- **[CAMPAIGNS]\campaign\message**
Forwards a campaign message stored within the specified campaign (the .WAV extension is automatically appended).
- If the fully qualified path is specified (drive:\path\file) then the full specified pathname is used otherwise the file is relative to the WAVS directory.
- **mailboxes** - The list of mailboxes to forward the message to (separated by non digits, e.g. 202 203 204).
- **ident** - The CLI to be associated with the message.
- **Return Value**
This method does not return a value.

ForwardMsgToMailbox Method

The **ForwardMsgToMailbox** method is used to forward a file or message to another mailbox.

```
Voice.ForwardMsgToMailbox(  
    file As String,  
    mailbox As String,  
    ident As String  
) As String
```

- **Parameters**
 - **file** - This contains the name of the message file to be forwarded. The following formats are allowable:
 - **[GREETINGS]\greeting**
Forwards the greeting stored within the greetings directory (the .WAV extension is automatically appended).
 - **[ACCOUNTS]\mailbox\message**
Forwards the message stored within the specified mailbox (the .WAV extension is automatically appended).
 - **[CAMPAIGNS]\campaign\message**
Forwards a campaign message stored within the specified campaign (the .WAV extension is automatically appended).
 - If the fully qualified path is specified (drive:\path\file) then the full specified pathname is used otherwise the file is relative to the WAVS directory.
 - **mailbox** - The mailbox to forward the message to.
 - **ident** - The CLI to be associated with the message.
- **Return Value**
The name of the new message.

FullFilename Method

The **FullFilename** method is used to translate the shortcut filename to the equivalent fully qualified pathname for the file.

```
Voice.FullFilename(  
    file As String  
) As String
```

- **Parameters**

- **file** - This contains the name of the file to be translated:
 - **[GREETINGS]\greeting**
The file is relative to the greetings directory.
 - **[ACCOUNTS]\mailbox\message**
The file is relative to the accounts directory.
 - **[CAMPAIGNS]\campaign\message**
The file is relative to the campaigns directory.
 - If the fully qualified path is specified (drive:\path\file) then the full specified path name is used otherwise the file is relative to the specified locale within the WAVS directory.

- **Return Value**

The equivalent fully qualified path name for the specified file.

GetCallingParty Method

The **GetCallingParty** method is used to obtain the \$CLI session variable.

```
Voice.GetCallingParty(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$CLI session variable associated with the specified voicemail session.

GetDTMF Method

The **GetDTMF** method is used to return user's DTMF input.

```
Voice.GetDTMF(  
    [digits As Long = 1],  
    [timeout As Long = 30],  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **digits** - The maximum number of DTMF digits to capture.
- **timeout** - The maximum time to wait for DTMF input.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The DTMF keys that were pressed.

GetEstimatedAnswer Method

The **GetEstimatedAnswer** method is used to obtain the \$QTIM session variable.

```
Voice.GetEstimatedAnswer (  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**
 - **dlgid** - The connection ID as passed in to the script.
 - **Return Value**

The value of the \$QTIM session variable associated with the specified voicemail session.
-

GetExtension Method

The **GetExtension** method is used to obtain an extension.

```
Voice.GetExtension(  
    index As Long,  
) As String
```

- **Parameters**
 - **index** - The extension to return. **Note:** The actual extension number should not be entered as index refers to the offset number of the extension in the listing.
- **Return Value**

The extension at that position within the list (an empty string if end of list).

- **Example**

```
Sub Main (dlgid)  
    dim registration  
    Set Voice = CreateObject("vmprov5.voicescript")  
    registration = Voice.Register(dlgid)  
    if registration Then  
        dim index  
        dim ext  
        index = 0  
        Do  
            ext = Voice.GetExtension(index)  
            index = index + 1  
        Loop Until Len(ext) = 0  
    end if  
End Sub
```

GetLocale Method

The **GetLocale** method is used to obtain the \$LOC session variable.

```
Voice.GetLocale(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**
 - **dlgid** - The connection ID as passed in to the script.
- **Return Value**

The value of the \$LOC session variable associated with the specified voicemail session.

GetMailbox Method

The **GetMailbox** method is used to obtain a mailbox.

```
Voice.GetMailbox(  
    index As Long,  
) As String
```

- **Parameters**

- **index** - The mailbox to return. **Note:** The actual mailbox number should not be entered as index refers to the offset number of the mailbox in the listing.

- **Return Value**

The mailbox at that position within the list (an empty string if end of list).

GetMailboxMessage Method

The **GetMailboxMessage** method is used to obtain a message within a mailbox.

```
Voice.GetMailboxMessage(  
    mailbox As String,  
    msgtype As String,  
    index As Long,  
) As String
```

- **Parameters**

- **mailbox** - The mailbox to return messages for.
- **msgtype** - The type of messages to return. This can start with an **N** for new messages, **O** for old messages and **S** for saved messages.
- **index** - The message to return.

- **Return Value**

The message at that position within the list (an empty string if end of list).

GetMailboxMessages Method

The **GetMailboxMessages** method is used to obtain the count of specific messages within a mailbox.

```
Voice.GetMailboxMessages(  
    mailbox As String,  
    msgtype As String  
) As Long
```

- **Parameters**

- **mailbox** - The mailbox to return message counts for.
- **msgtype** - The type of messages to return counts for. This can start with an **N** to obtain the number of new messages, **O** for old messages and **S** for saved messages.

- **Return Value**

The number of messages of a particular type within the mailbox.

GetMessagePriority Method

The **GetMessagePriority** method is used to determine whether the message was left with priority.

```
Voice.GetMessagePriority(  
    mailbox As String,  
    message As String  
) As Boolean
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

True if the message was left with priority, otherwise False.

GetMessagePrivate Method

The **GetMessagePrivate** method is used to determine whether the message was left with privacy.

```
Voice.GetMessagePrivate(  
    mailbox As String,  
    message As String  
) As Boolean
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

True if the message was left with privacy, otherwise False.

GetMessageStatus Method

The **GetMessageStatus** method is used to obtain the state of the message within a mailbox.

```
Voice.GetMessageStatus(  
    mailbox As String,  
    message As String  
) As String
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query. Note: The message name format should be **[Accounts]\mailbox\message**. e.g. [Accounts]\Extn247\MSG00004.

- **Return Value**

The state of the message within the mailbox. **N** for new, **O** for old, **S** for saved.

GetName Method

The **GetName** method is used to obtain the \$NAM session variable.

```
Voice.GetName(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$NAM session variable associated with the specified voicemail session.

GetNewMsgs Method

The **GetNewMsgs** method is used to obtain the number of new messages contained within the session's mailbox.

```
Voice.GetNewMsgs (
    [dlgid As Long = 0]
) As Long
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The number of new messages contained within the session's mailbox.

GetOldMsgs Method

The **GetOldMsgs** method is used to obtain the number of old messages contained within the session's mailbox.

```
Voice.GetOldMsgs (
    [dlgid As Long = 0]
) As Long
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The number of old messages contained within the session's mailbox.

GetPositionInQueue Method

The **GetPositionInQueue** method is used to obtain the \$QPOS session variable.

```
Voice. GetPositionInQueue (
    [dlgid As Long = 0]
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$QPOS session variable associated with the specified voicemail session.

GetRegister Method

The **GetRegister** method is used to retrieve a string stored in one of the session sixteen data variables. (\$CP0 to \$CP15).

```
Voice.GetRegister(
    regnum As Long,
    [dlgid As Long = 0]
) As String
```

- **Parameters**

- **regnum** - Data register to use for storage (0-15).
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The data stored within the specified register.

GetResult Method

The **GetResult** method is used to obtain the \$RES session variable.

```
Voice.GetResult(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$RES session variable associated with the specified voicemail session.

GetSavedMsgs Method

The **GetSavedMsgs** method is used to obtain the number of saved messages contained within the session's mailbox.

```
Voice.GetSavedMsgs (  
    [dlgid As Long = 0]  
) As Long
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The number of saved messages contained within the session's mailbox.

GetSavedResult Method

The **GetSavedResult** method is used to obtain the \$SAV session variable.

```
Voice.GetSavedResult(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$SAV session variable associated with the specified voicemail session.

GetVariable Method

The **GetVariable** method is used to obtain the \$VAR session variable.

```
Voice.GetVariable(  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The value of the \$VAR session variable associated with the specified voicemail session.

MessageCLI Method

The **MessageCLI** method is used to obtain the CLI of the caller that left the message within a mailbox.

```
Voice.MessageCLI(  
    mailbox As String,  
    message As String  
) As String
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

The CLI of the caller that left the message.

MessageDisplay Method

The **MessageDisplay** method is used to obtain the display field associated with the message within a mailbox.

```
Voice.MessageDisplay(  
    mailbox As String,  
    message As String  
) As String
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

The display string associated with the message.

MessageLength Method

The **MessageLength** method is used to obtain the length of a message within a mailbox.

```
Voice.MessageLength(  
    mailbox As String,  
    message As String  
) As Long
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

The length of the message in milliseconds.

MessageTime Method

The **MessageTime** method is used to obtain the date and time the message was left within a mailbox.

```
Voice.MessageTime(  
    mailbox As String,  
    message As String  
) As String
```

- **Parameters**

- **mailbox** - The mailbox that the message belongs to.
- **message** - The message to query.

- **Return Value**

The time the message was left in the format: YEAR/MONTH/DAY HOUR:MINUTE. For example 2003/09/23 13:26.

PlayDigits Method

The **PlayDigits** method is used to play the digits specified through voicemail to the active connection.

```
Voice.PlayDigits(  
    digits As String,  
    [wait As Boolean = True],  
    [interruptables As String = "Any"],  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **digits** - This contains the digits to be played (e.g. "12345" plays "one two three four five").
- **wait** - This is an optional parameter specifying whether voicemail should return immediately or wait until the digits have been played first.
- **interruptables** - This is for future development and should be left as default.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The key press that was used to terminate the playback.

- **Example**

```
Sub Main (dlgid)  
    dim registration  
    Set Voice = CreateObject("vmprov5.voicescript")  
    registration = Voice.Register(dlgid)  
    if registration Then  
        dim key  
        key = Voice.PlayDigits("12345");  
    end if  
End Sub
```

PlayLocaleWav Method

The **PlayLocaleWav** method is used to play a wave file through voicemail to the active connection taking into account the system locale.

```
Voice.PlayLocaleWav(  
    wav As String,  
    [wait As Boolean = True],  
    [interruptables As String = "Any"],  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **wav** - This contains the name of the wave file to be played and is of the following format:
 - **[GREETINGS]greeting**
Plays out the greeting stored within the greetings directory (the .WAV extension is automatically appended).
 - **[ACCOUNTS]mailbox\message**
Plays out the message stored within the specified mailbox (the .WAV extension is automatically appended).
 - **[CAMPAIGNS]campaign\message**
Plays out a campaign message stored within the specified campaign (the .WAV extension is automatically appended).
 - If the fully qualified path is specified (drive:\path\file) then the full specified path name is used otherwise the file is relative to the specified locale within the WAVS directory.

- **wait** - This is an optional parameter specifying whether voicemail should return immediately or wait until the wave file has been played first.
 - **interruptables** - This is for future development and should be left as default.
 - **dlgid** - The connection ID as passed in to the script.
- **Return Value**
The key press that was used to terminate the playback.

PlayWav Method

The **PlayWav** method is used to play a wave file through voicemail to the active connection.

```
Voice.PlayWav(
    wav As String,
    [wait As Boolean = True],
    [interruptables As String = "Any"],
    [dlgid As Long = 0]
) As String
```

- **Parameters**
 - **wav** - This contains the name of the wave file to be played or the name of a system parameter to be spoken. The following formats are allowable:
 - **\$NAM**
Plays the recorded name for the mailbox if one has been recorded. If a name has not been recorded then optional TTS can be used (providing it has been licensed).
 - **\$TIME:hh[:mm[:ss] [Y][dd[/mm[/yy]]]]**
Plays out the specified time and date. The hours to speak must always be specified and optional the number of minutes, seconds, day, month and year. For example:
 - **\$TIME:11**
Speaks AT ELEVEN HOUR HUNDRED
 - **\$TIME:11:55**
Speaks AT ELEVEN HOUR FIFTY FIVE
 - **\$TIME:11:55:13**
Speaks AT ELEVEN HOUR FIFTY FIVE
 - **\$TIME:11:55 Y**
Speaks YESTERDAY AT ELEVEN HOUR FIFTY FIVE
 - **\$TIME:11:55:13 Y**
Speaks YESTERDAY AT ELEVEN HOUR FIFTY FIVE
 - **\$TIME:11:55 21/09/03**
Speaks AT ELEVEN HOUR FIFTY FIVE [1SEC PAUSE] DATE TWENTY FIRST SEPTEMBER
 - **\$QPOS [:position]**
This plays out "You are at queue position" *position* "in the queue".
 - **\$QTIM [:eta]**
This plays out "Estimated time to answer is" *eta* "minutes".
 - **\$MSGN:msgs**
Plays out the specified number of old messages (e.g. \$MSGN:10 = "You have ten new messages").
 - **\$MSGO:msgs**
Plays out the specified number of old messages (e.g. \$MSGN:0 = "You have no old messages").

- **\$MSGs:msgs**
Plays out the specified number of old messages (e.g. \$MSGs:5 = "You have five saved messages").
- **\$CID, \$CLI, \$CP, \$DATE, \$DBD, \$DLG, \$ETA, \$KEY, \$LOC, \$POS, \$SAV, \$TIME, \$UII, \$VAR**
Plays out the contents on one of the system variables.
- If the string just contains numbers, then the digits are played, for example 12345 plays "one two three four five".
- **[GREETINGS]\greeting**
Plays out the greeting stored within the greetings directory (the .WAV extension is automatically appended).
- **[ACCOUNTS]\mailbox\message**
Plays out the message stored within the specified mailbox (the .WAV extension is automatically appended).
- **[CAMPAIGNS]\campaign\message**
Plays out a campaign message stored within the specified campaign (the .WAV extension is automatically appended).
- If the fully qualified path is specified (drive:\path\file) then the full specified pathname is used otherwise the file is relative to the WAVS directory.
- **wait** - This is an optional parameter specifying whether voicemail should return immediately or wait until the wave file has been played first.
- **interruptables** - This is for future development and should be left as default.
- **dlgid** - The connection ID as passed in to the script.
- **Return Value**
The key press that was used to terminate the playback.
- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim key
    key = Voice.PlayWav("test", True, "Any", dlgid);
end if
End Sub
```

RecordMsg Method

The **RecordMsg** method is used to record a user's speech input to the specified file.

```
Voice.RecordMsg(
    recording As String,
    maxtime As long,
    [interruptables As String = "Any"],
    [appendtofile As Boolean = False],
    [dlgid As Long = 0],
    [playbeep As Boolean = False]
) As String
```

- **Parameters**

- **recording** - This contains the name of the file for the recording to be stored to and can be in the following formats:
 - **[GREETINGS]greeting**
Stores the recording in the specified file within the greetings directory.
 - **[ACCOUNTS]mailbox\message**
Stores to the specified message within the specified mailbox.
 - **[CAMPAIGNS]campaign\message**
Stores to the specified message within the specified campaign.
 - If the fully qualified path is specified (drive:\path\file) then the full specified pathname is used otherwise the file is relative to the specified locale within the WAVS directory.
- **maxtime** - The maximum recording length specified in seconds.
- **interruptables** - This is for future development and should be left as default.
- **appendtofile** - Set to true if the recording should be appended to the file, false to clear the file first.
- **dlgid** - The connection ID as passed in to the script.
- **playbeep** - This flag sets whether a beep is played before the start of recording.

- **Return Value**

The key press that was used to terminate the recording.

RecordRegister Method

The **RecordRegister** method is used to record a user's speech input to the specified file stored in the specified register.

```
Voice.RecordRegister(
    regnum As Long,
    [maxtime As Long = 60],
    [interruptables As String = "-1"],
    [dlgid As Long = 0],
    [playbeep As boolean = False]
) As String
```

- **Parameters**

- **regnum** - Data register containing file to store recording to.
- **maxtime** - The maximum recording length specified in seconds.
- **interruptables** - This is for future development and should be left as default.
- **dlgid** - The connection ID as passed in to the script.
- **playbeep** - This flag sets whether a beep is played before the start of recording.

- **Return Value**

The key press that was used to terminate the recording.

Register Method

The **Register** method is used to determine whether the voicemail session that was used to launch the VB script is still active.

```
Voice.Register(  
    dlgid As Long  
) As Boolean
```

- **Parameters**

- **dlgid** - An ID that is associated with the Voicemail connection. This is passed as a parameter to the VB script.

- **Return Value**

A Boolean variable indicating whether the specified voicemail session is still active.

- **Example**

```
Sub Main (dlgid)  
    dim registration  
    Set Voice = CreateObject("vmprov5.voicescript")  
    registration = Voice.Register(dlgid)  
    if registration Then  
        do something.  
    end if  
End Sub
```

SetLocale Method

The **SetLocale** method is used to set the \$LOC session variable.

```
Voice.SetLocale(  
    locale As String,  
    [dlgid As Long = 0]  
)
```

- **Parameters**

- **locale** - The new value for the \$LOC variable.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

This method does not return a value.

SetMailboxMessage Method

The **SetMailboxMessage** method is used to modify a message within a mailbox.

```
Voice.SetMailboxMessage(  
    mailbox As String,  
    message As String,  
    msgtype As String,  
)
```

- **Parameters**

- **mailbox** - The mailbox that the return message belongs to.
- **message** - The message to modify. The message name format should be **[Accounts]\mailbox\message**. For example **[Accounts]\Extn247\MSG00004**.
- **msgtype** - The new statue type for the message. This can start with an **N** for new, **O** for old and **S** for saved.

- **Return Value**

This method does not return a value.

SetRegister Method

The **SetRegister** method is used to store a string in one of the sixteen session data variables (\$CP0 to \$CP15).

```
Voice.SetRegister(  
    regnum As Long,  
    data As String,  
    [dlgid As Long = 0]  
)
```

- **Parameters**

- **regnum** - Data register to use for storage (0-15).
- **data** - The data to store within this register.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

This method does not return a value.

SetResult Method

The **SetResult** method is used to set the \$RES session variable.

```
Voice.SetResult(  
    result As String,  
    [dlgid As Long = 0]  
)
```

- **Parameters**

- **result** - The new value for the \$RES variable.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

This method does not return a value.

SetSavedResult Method

The **SetSavedResult** method is used to set the \$SAV session variable.

```
Voice.SetSavedResult(  
    result As String,  
    [dlgid As Long = 0]  
)
```

- **Parameters**

- **result** - The new value for the \$SAV variable.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

This method does not return a value.

SetVariable Method

The **SetVariable** method is used to set the \$VAR session variable.

```
Voice.SetVariable(  
    variable As String,  
    [dlgid As Long = 0]  
)
```

- **Parameters**

- **variable** - The new value for the \$VAR variable.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

This method does not return a value.

Speak Method

The **Speak** method is used to speak out the specified speech provided TTS has been licensed.

```
Voice.Speak(  
    text As String,  
    [wait As Boolean = True],  
    [interruptables As String = "Any"],  
    [dlgid As Long = 0]  
) As String
```

- **Parameters**

- **text** - This contains the text to be spoken.
- **wait** - This is an optional parameter specifying whether voicemail should return immediately or wait until the wave file has been played first.
- **interruptables** - This is for future development and should be left as default.
- **dlgid** - The connection ID as passed in to the script.

- **Return Value**

The key press that was used to terminate the playback.

Troubleshooting

Overview

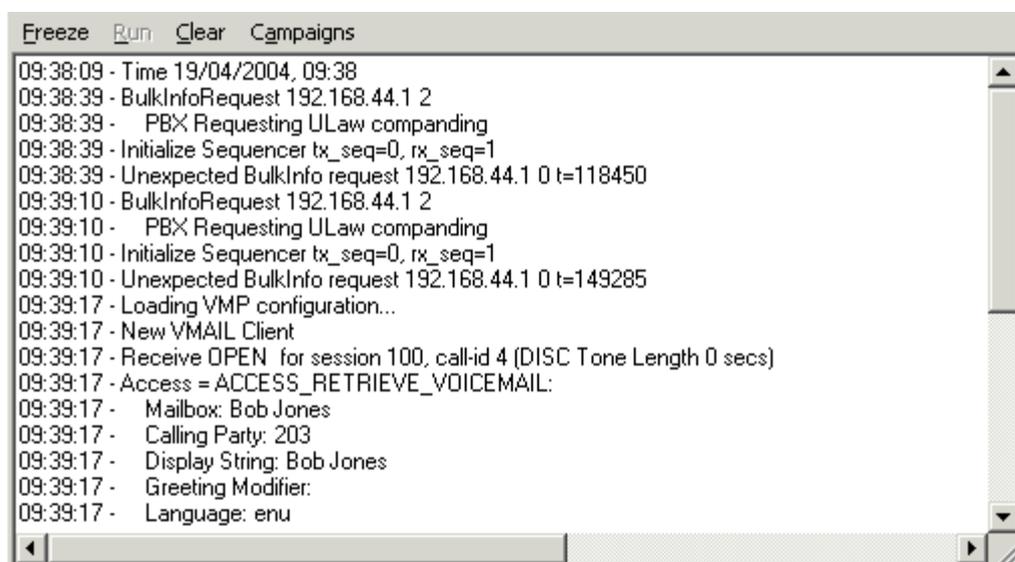
This section describes features that you might find useful for testing and diagnostic purposes when you install and configure Voicemail Pro.

- The Voicemail Console
- Running the Service as a Console
- Starting the Voicemail Pro Service

The Voicemail Console

On Windows 2000, 2003 and XP, Voicemail Pro installs as a service that starts automatically.

The server program provides a console window that enables you to see messages between the voicemail server and the IP Office. The nature of the messages may be useful in diagnosing problems. The Voicemail Pro Service can be run in console mode if required for diagnostics, see Running the Service as a Console.



```
Freeze Run Clear Campaigns
09:38:09 - Time 19/04/2004, 09:38
09:38:39 - BulkInfoRequest 192.168.44.1 2
09:38:39 - PBX Requesting ULaw companding
09:38:39 - Initialize Sequencer tx_seq=0, rx_seq=1
09:38:39 - Unexpected BulkInfo request 192.168.44.1 0 t=118450
09:39:10 - BulkInfoRequest 192.168.44.1 2
09:39:10 - PBX Requesting ULaw companding
09:39:10 - Initialize Sequencer tx_seq=0, rx_seq=1
09:39:10 - Unexpected BulkInfo request 192.168.44.1 0 t=149285
09:39:17 - Loading VMP configuration...
09:39:17 - New VMAIL Client
09:39:17 - Receive OPEN for session 100, call-id 4 (DISC Tone Length 0 secs)
09:39:17 - Access = ACCESS_RETRIEVE_VOICEMAIL:
09:39:17 - Mailbox: Bob Jones
09:39:17 - Calling Party: 203
09:39:17 - Display String: Bob Jones
09:39:17 - Greeting Modifier:
09:39:17 - Language: enu
```

The console provides a number of commands. These commands affect only the display of messages within the console window and do not alter the voicemail server operation in any way.

- **Freeze**
Halt the display of further messages. This is the default condition of the console when started.
- **Run**
Start the display of messages.
- **Clear**
Clear the display of messages.
- **Campaigns**
Displays messages relating to campaigns.

Running the Service as a Console

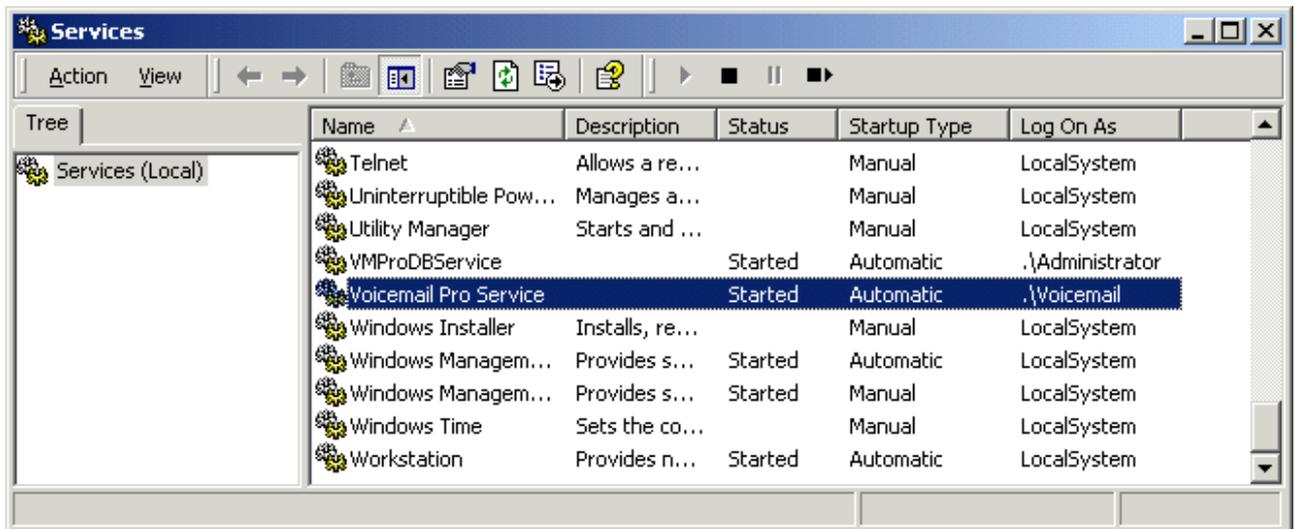
When Voicemail Pro is installed as a service, its operation on the server is largely invisible. The service can be run in Console mode that shows Voicemail Pro activity. Running the Voicemail Pro service as a console is optional but useful for testing and diagnostic purposes.

Note

- IMS and MAPI email activity is not supported when running the Voicemail Pro service in this way.

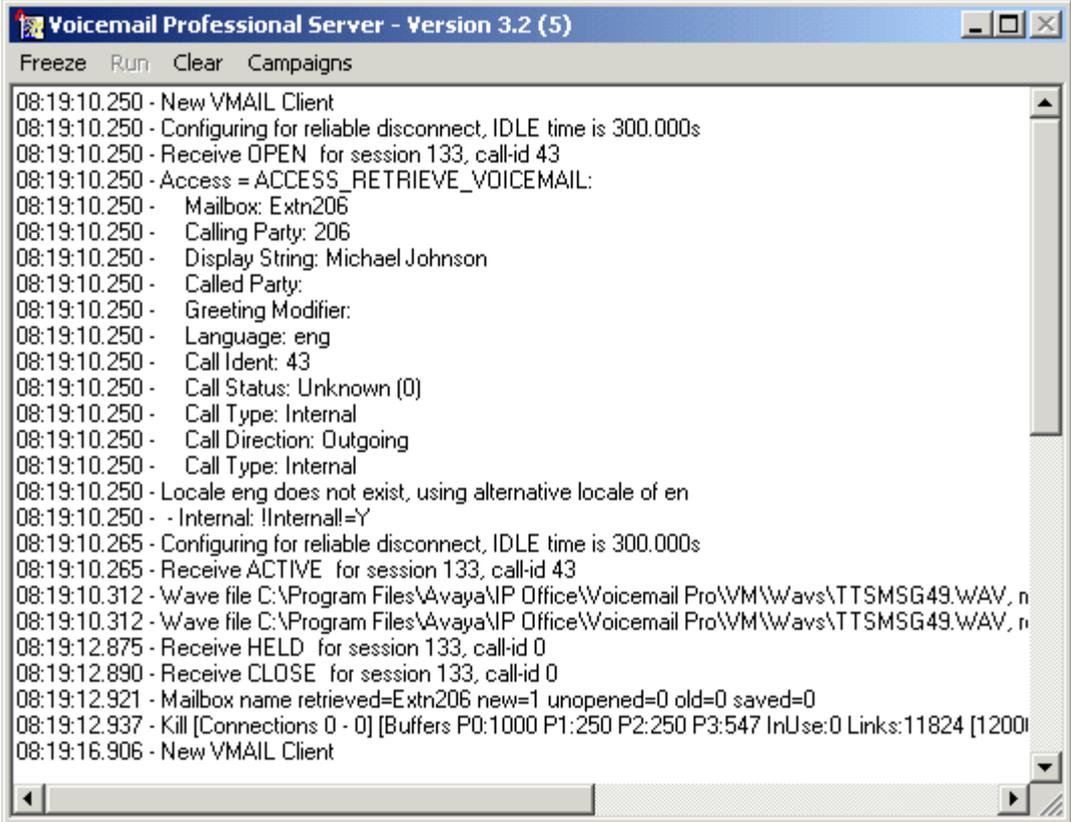
To run the service as a console:

1. Open the Windows **Control Panel**.
2. Select **Administrative** tools.
3. Double-click **Services**.
4. Locate the **Voicemail Pro Service**.



5. Double-click the service to display its properties.
6. Click the **Log On** tab.
7. Under **Log on as:**, select **Local System Account** and then select **Allow service to Interact with desktop**.
8. Click **OK**.
9. Stop and restart the service using the  icon.
After the service restart the Voicemail Professional Server console window opens.

10. Click **Run**.
11. At an extension dial *17. Details of the Voicemail Pro activity should be displayed in the console window.



```
Voicemail Professional Server - Version 3.2 (5)
Freeze Run Clear Campaigns
08:19:10.250 - New VMAIL Client
08:19:10.250 - Configuring for reliable disconnect, IDLE time is 300.000s
08:19:10.250 - Receive OPEN for session 133, call-id 43
08:19:10.250 - Access = ACCESS_RETRIEVE_VOICEMAIL:
08:19:10.250 - Mailbox: Extn206
08:19:10.250 - Calling Party: 206
08:19:10.250 - Display String: Michael Johnson
08:19:10.250 - Called Party:
08:19:10.250 - Greeting Modifier:
08:19:10.250 - Language: eng
08:19:10.250 - Call Ident: 43
08:19:10.250 - Call Status: Unknown (0)
08:19:10.250 - Call Type: Internal
08:19:10.250 - Call Direction: Outgoing
08:19:10.250 - Call Type: Internal
08:19:10.250 - Locale eng does not exist, using alternative locale of en
08:19:10.250 - - Internal: !Internal=Y
08:19:10.265 - Configuring for reliable disconnect, IDLE time is 300.000s
08:19:10.265 - Receive ACTIVE for session 133, call-id 43
08:19:10.312 - Wave file C:\Program Files\Avaya\IP Office\Voicemail Pro\WM\Wavs\TTSMSG49.WAV, n
08:19:10.312 - Wave file C:\Program Files\Avaya\IP Office\Voicemail Pro\WM\Wavs\TTSMSG49.WAV, n
08:19:12.875 - Receive HELD for session 133, call-id 0
08:19:12.890 - Receive CLOSE for session 133, call-id 0
08:19:12.921 - Mailbox name retrieved=Extn206 new=1 unopened=0 old=0 saved=0
08:19:12.937 - Kill [Connections 0 - 0] [Buffers P0:1000 P1:250 P2:250 P3:547 InUse:0 Links:11824 [1200
08:19:16.906 - New VMAIL Client
```

To return to normal operation, repeat the above process and set the Voicemail Pro Service back to its specific user account.

Starting the Voicemail Pro Service

If Voicemail Pro has been installed successfully, the Voicemail service is started automatically. From time to time it might be necessary to start the Voicemail service manually, for example if you encounter problems during the installation or need to investigate problems at a later stage.

This process consists of two stages:

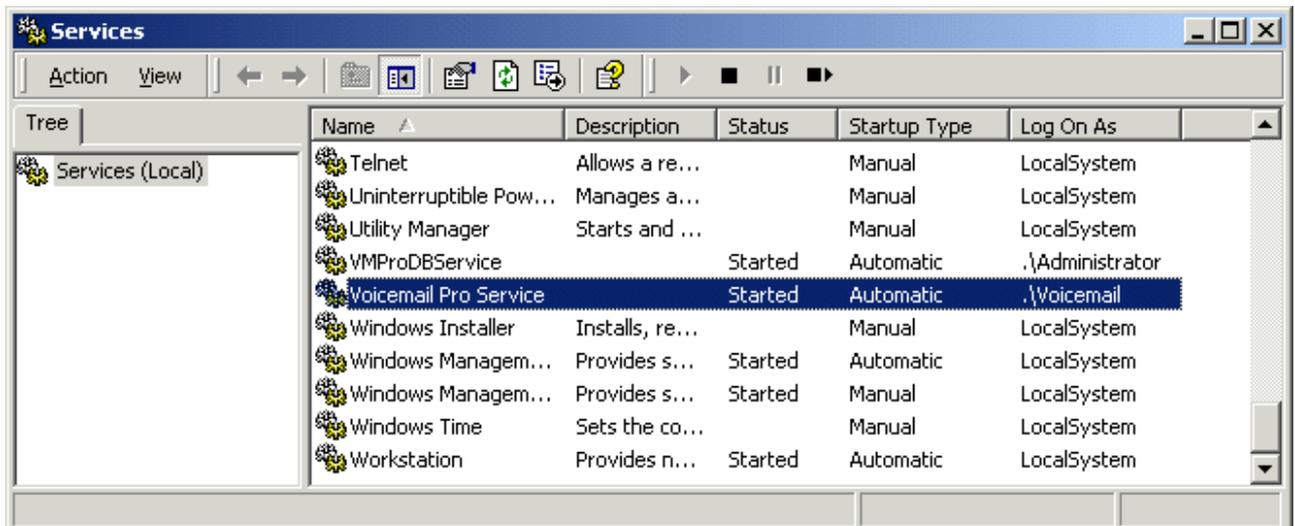
1. Ensuring that the Voicemail Pro server restarts automatically every time the server PC is restarted.
The Voicemail Pro server installs a service, using the user name and password of the account specified during installation. The service is set to automatically restart each time the PC restarts.
2. Initializing the default call flow.

Note

- The steps that follow apply to Windows NT4, 2000, XP and 2003.

To start the Voicemail Pro Service:

1. Open the Windows **Control Panel**.
2. Select **Administrative Tools**.
3. Select **Services**.



4. The **Voicemail Pro Server** service should be visible. Its **Status** should be **Started** and the **Startup Type** should be set to **Automatic**.
5. Close **Services**.

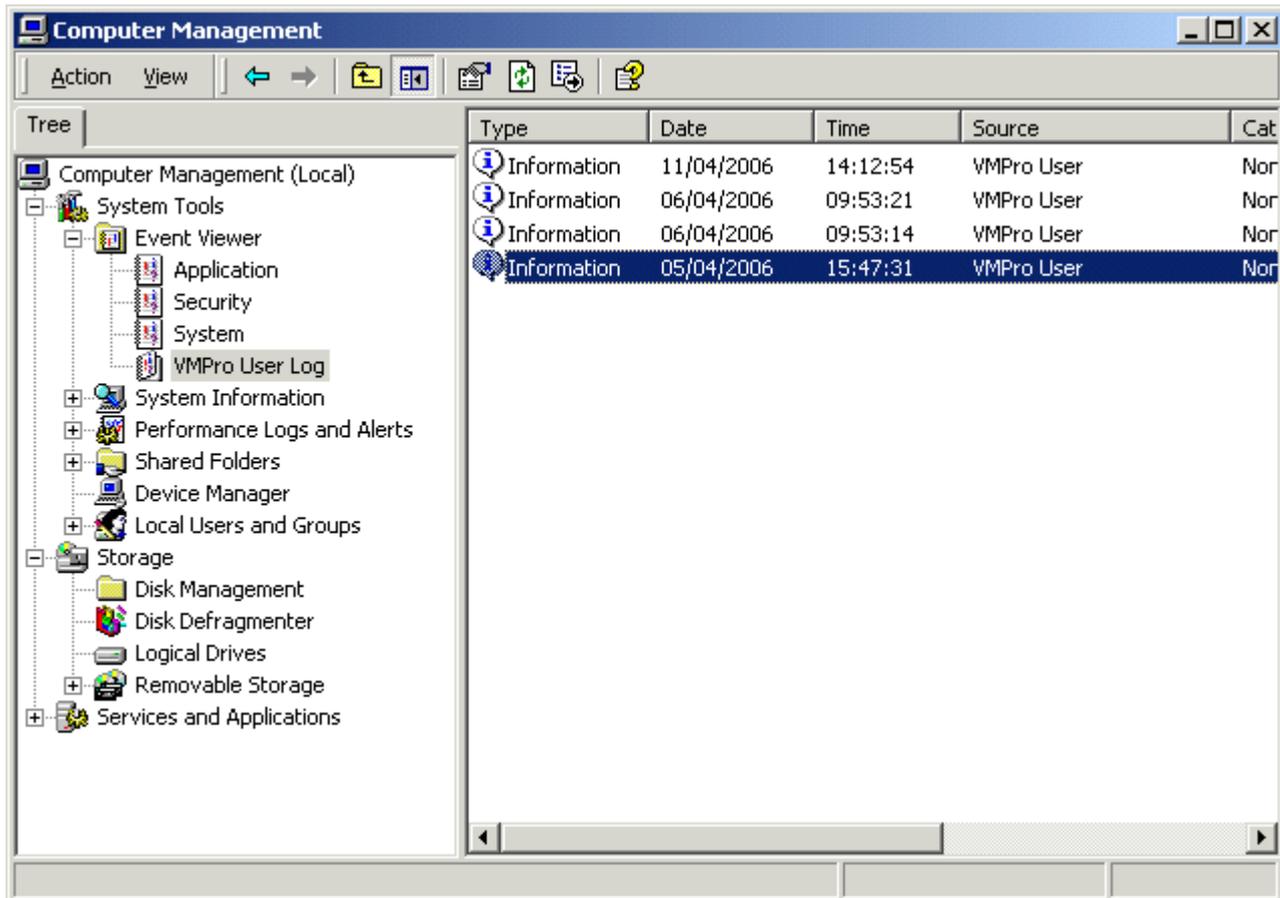
To Initialize the Voicemail Pro Call Flow:

1. Select **Start > Programs > IP Office > Voicemail Pro**.
The Voicemail Pro Client starts and the main window is displayed.
2. Click the  **Save and Make Live** icon.
3. Select **Yes**.
The file **root.vmp** is created and made available to the Voicemail Pro server. This is the compiled version of the editable call flow.
4. Voicemail operation can now be tested from an extension by dialing ***17**.

Voicemail Pro User Log

User authentication failures are logged in the event viewer, under VMPro User Log. The following details are logged:

- UserID
- Tool name
- IP address of the Client trying to log in.



Appendix A: Prompts

US English Intuity Prompts

The following is a list of the numbered .wav files used by Voicemail Pro for US English. These are predominately, though not exclusively, used for Intuity mailbox features.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

Important

- It is important to note that the corresponding .wav file in other languages is not the same prompt.
- **4.wav:** *"Not private"*.
- **8.wav:** *"To record a new message press 4"*.
- **13.wav:** *"To record press 1 after recording press 1 again"*.
- **14.wav:** *"To make private press 1, to make public press 2"*.
- **15.wav:** *"And is"*.
- **18.wav:** *"To forward with comments press 2"*.
- **19.wav:** *"To review from beginning press *1, if finished press *#"*.
- **21.wav:** *"To listen press 0"*.
- **24.wav:** *"To delete press *D"*.
- **27.wav:** *"To attach original, press y for yes or n for no"*.
- **35.wav:** *"Login incorrect"*.
- **41.wav:** *"To forward message with comment at beginning, press 2"*.
- **43.wav:** *"Your call is being answered by IP Office"*.
- **44.wav:** *"Is not available to leave a message wait for the tone"*.
- **45.wav:** *"Is busy to leave a message wait for the tone"*.
- **46.wav:** *"To access your mailbox press *R"*.
- **49.wav:** *"No operator defined"*.
- **56.wav:** *"Thank you for leaving your message"*.
- **58.wav:** *"For name addressing press *A"*.
- **60.wav:** *"Changed"*.
- **61.wav:** *"To modify status, press 9 for yes, or 6 for no"*.
- **63.wav:** *"New"*.
- **65.wav:** *"Contains"*.
- **67.wav:** *"To create another list"*.
- **70.wav:** *"Unopened"*.
- **71.wav:** *"To leave a message wait for the tone"*.
- **73.wav:** *"You have"*.
- **74.wav:** *"Deleted"*.
- **75.wav:** *"To skip press # to delete press *D"*.
- **77.wav:** *"Deleted"*.
- **80.wav:** *"To have system wait press *W if finished please hang up or to disconnected IP Office press **X"*.

- **84.wav:** "entry".
- **85.wav:** "Erased".
- **86.wav:** "Extension".
- **87.wav:** "This call is experiencing difficulties".
- **88.wav:** "Cannot use the guest password".
- **89.wav:** "First message".
- **91.wav:** "At end".
- **94.wav:** "Goodbye".
- **95.wav:** "Please disconnect".
- **96.wav:** "For help press *H".
- **97.wav:** "For help at anytime press *H".
- **100.wav:** "Invalid Entry".
- **105.wav:** "To restart at the activity menu press *R".
- **108.wav:** "You are recording a message".
- **109.wav:** "Later".
- **110.wav:** "List".
- **111.wav:** "Please enter list ID".
- **112.wav:** "Otherwise for assistance press Zero now".
- **113.wav:** "You already have a list".
- **114.wav:** "To replace list reenter ID and # sign, to create a new list enter new list ID".
- **115.wav:** "To transfer using names instead press *2".
- **117.wav:** "To reach the covering extension press *Zero".
- **118.wav:** "Enter last name".
- **119.wav:** "You wish to call".
- **120.wav:** "Too large to include".
- **124.wav:** "No more list space".
- **125.wav:** "Must be six or fewer numerals".
- **126.wav:** "To forward message with comment at end press 3".
- **127.wav:** "Returned to previous activity".
- **130.wav:** "Because there were no entries".
- **134.wav:** "You can store your list or delete members but you cannot add members".
- **141.wav:** "No more lists".
- **142.wav:** "To listen to the header press 3".
- **143.wav:** "To set back again press 2".
- **145.wav:** "List has no entries".
- **146.wav:** "To continue press #".
- **147.wav:** "Review completed".
- **148.wav:** "For extension addressing press *2".
- **150.wav:** "Members".
- **156.wav:** "Maximum length recorded".

- **159.wav:** *"Member"*.
- **160.wav:** *"Message"*.
- **161.wav:** *"Midnight"*.
- **163.wav:** *"To call sender press zero"*.
- **164.wav:** *"Category"*.
- **165.wav:** *"Returned to getting messages"*.
- **166.wav:** *"At end to play back press 23"*.
- **167.wav:** *"To approve press #, to record from here press 1, to play back press 23"*.
- **168.wav:** *"Messages"*.
- **170.wav:** *"Delivery scheduled"*.
- **173.wav:** *"Please enter new password"*.
- **175.wav:** *"Please note only IP Office subscribers can be specified by name"*.
- **178.wav:** *"No addresses identified"*.
- **180.wav:** *"Nothing to approve"*.
- **182.wav:** *"Nothing to delete"*.
- **185.wav:** *"Not found"*.
- **188.wav:** *"Passwords do not match please enter new password"*.
- **191.wav:** *"No more messages"*.
- **192.wav:** *"No messages"*.
- **193.wav:** *"No name recorded"*.
- **194.wav:** *"No new messages"*.
- **197.wav:** *"Cannot step back"*.
- **198.wav:** *"Partial name deleted"*.
- **201.wav:** *"Noon"*.
- **202.wav:** *"Not valid"*.
- **208.wav:** *"Is not a public list"*.
- **209.wav:** *"Cannot modify another subscriber's list"*.
- **210.wav:** *"Please enter a new password"*.
- **211.wav:** *"To 15 digits"*.
- **212.wav:** *"Please password enter again for confirmation, to delete the password you just entered press *D"*.
- **213.wav:** *"Re-enter password"*.
- **214.wav:** *"Approved"*.
- **219.wav:** *"Owned by"*.
- **220.wav:** *"Enter password"*.
- **223.wav:** *"Please enter extension"*.
- **224.wav:** *"And # sign"*.
- **226.wav:** *"Private"*.
- **227.wav:** *"Public"*.
- **228.wav:** *"Record at the tone"*.

- **232.wav:** *"Recording stopped".*
- **233.wav:** *"Previous login incorrect please re-enter extension".*
- **234.wav:** *"To respond or forward press 1".*
- **235.wav:** *"To restart at the activity menu press *R, to transfer to another extension press *T".*
- **236.wav:** *"Try again".*
- **238.wav:** *"To review another list".*
- **240.wav:** *"To skip press #, to listen press zero".*
- **242.wav:** *"Returned to the".*
- **243.wav:** *"Rewound".*
- **244.wav:** *"Rewound to previous message".*
- **252.wav:** *"To respond to this message press 1".*
- **253.wav:** *"Please enter month, day".*
- **255.wav:** *"To delete this message press *D".*
- **256.wav:** *"At beginning to re-record press 1 to playback press 23".*
- **262.wav:** *"Received".*
- **272.wav:** *"Contact administrator for help".*
- **274.wav:** *"Please make entry soon or be disconnected".*
- **275.wav:** *"Cannot get your messages now due to multiple logins to your mailbox".*
- **277.wav:** *"To exit directory press #".*
- **282.wav:** *"To have system wait press *W, to access the names or numbers directory press **N. If finished please hang up or to disconnected IP Office press **X".*
- **285.wav:** *"To add a member enter extension".*
- **286.wav:** *"To add a member enter last name".*
- **287.wav:** *"Welcome to IP Office".*
- **288.wav:** *"You are in the main directory. To find a subscribers extension, enter the last name followed by the # sign. To enter the letter Q press 7, for z press 9. To lookup by extension instead press *2".*
- **290.wav:** *"If you wish to specify a non IP office subscriber, first change to extension addressing by pressing *A".*
- **291.wav:** *"To transfer to another extension press *T".*
- **292.wav:** *"Louder press 4, softer press 7, faster press 9, slower press 8".*
- **294.wav:** *"To add entries press 1".*
- **295.wav:** *"To reenter list press *5".*
- **298.wav:** *"To specify owner by name press *2".*
- **300.wav:** *"AM".*
- **301.wav:** *"PM".*
- **305.wav:** *"you are at the activity menu".*
- **306.wav:** *"you are changing your password".*
- **310.wav ... 321.wav:** *Months "January" to "December".*
- **322.wav:** *"You are in the numbers directory. To find a subscribers name, enter the extension followed by the # sign. To lookup by name instead press #2".*

- **323.wav:** "You are responding to a piece of incoming mail".
- **325.wav:** "You are administering your lists. To create a mailing list press 1, to play a summary of all your lists press 2, to review a particular list press 3".
- **327.wav:** "You are creating a mailing list".
- **328.wav:** "To delete the previous entry, press *D. To approve the list you are creating and move on to the next step press #".
- **329.wav:** "You have not yet entered enough characters to identify a specific subscriber. To enter the letter Q press 7, for Z press 9".
- **330.wav:** "Or enter just the # sign if it is your phone".
- **332.wav:** "System greeting used".
- **333.wav:** "To add entries to the list or to change status of the list press 1".
- **334.wav:** "When finished addressing press #".
- **335.wav:** "When finished press #".
- **339.wav:** "To replay the last few seconds press 5 to advance a few seconds press 6".
- **347.wav:** "You are adding a list".
- **348.wav:** "You are specifying a mailing list to review".
- **350.wav ... 356.wav:** Days "Sunday" to "Saturday".
- **357.wav:** "You are choosing between subscribers whose names match your entry. To indicate no subscribers match, delete entry by pressing *3. To change to extension addressing and delete your entry press *2".
- **358.wav:** "You are identifying a list as private or public".
- **360.wav:** "You are scanning mailing lists, to review list members press 0, to rewind to previous list press 2, to continue scanning lists press 3".
- **361.wav:** "To skip to next list press #, to delete list press *3".
- **362.wav:** "If you own the list press #, if some else owns the list".
- **363.wav:** "To approve the list you are creating press #".
- **364.wav:** "Enter owner's extension".
- **367.wav:** "To specify a different owner by name press *3".
- **368.wav:** "You are entering the number for a new list. Please enter a number up to 6 digits long".
- **369.wav:** "To replace an existing list, enter that list's number".
- **370.wav:** "These are entries in your list".
- **371.wav:** "To rewind to current entry press 2, to rewind to previous entry press 2 as many times as necessary, to continue playback of list press 3".
- **372.wav:** "To skip to next entry press #, to delete current entry press *D".
- **373.wav:** "You are choosing whether to attach a copy of original message to your reply. To include the original press y for yes, to send only your reply press n for no".
- **376.wav:** "To skip the next header press the # sign to listen to the header rewind by pressing 2 then play by pressing 3 to skip to the next category press *#".
- **377.wav:** "To delete message press *D".
- **380.wav:** "Please wait".
- **381.wav:** "To listen to the message press 0, to re record message before delivery press 1".
- **388.wav:** "To skip press the # key".
- **390.wav:** "O" (Oh).

- **391.wav ... 450.wav:** Numbers "One" to "Sixty". For zero see 585.wav.
- **451.wav:** "Seventy".
- **452.wav:** "Eighty".
- **453.wav:** "Ninety".
- **454.wav:** "Hundred".
- **455.wav:** "Thousand".
- **456.wav:** "Million".
- **464.wav:** "Enter extension".
- **468.wav:** "To continue playing press 3".
- **471.wav:** "If it's your list press #".
- **472.wav:** "To approve press #, to record from here press 1".
- **477.wav:** "Press 1 to select".
- **478.wav:** "2 to select".
- **479.wav:** "3 to select".
- **484.wav:** "Enter more characters followed by the # sign. If you just completed entering the last name enter the first name".
- **485.wav:** "Has".
- **486.wav:** "To reply to sender by voicemail press 1".
- **493.wav:** "You are requesting a transfer".
- **499.wav:** "When finished recording press # to approve or 1 to edit your message".
- **556.wav:** "To exit press *# now".
- **561.wav:** "You addressing your message".
- **562.wav:** "Enter the".
- **563.wav:** "Digit extension".
- **569.wav:** "To modify press 1, if finished press *#".
- **577.wav:** "To hold the message in its current category press **H".
- **578.wav:** "To skip to the next category press *#".
- **579.wav:** "Password must be".
- **585.wav:** "Zero".
- **587.wav:** "You are reviewing a list".
- **601.wav:** "Priority".
- **604.wav:** "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".
- **606.wav:** "To re-record your name press 1, to approve press #".
- **608.wav:** "At the tone please speak your name. After speaking your name press 1".
- **610.wav:** "You are recording your name. After you record your name, you can access other IP Office features. 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 first and last name as you would like others to hear it. After speaking your name press 1 again".
- **611.wav:** "You are recording your name. To record your name, press 1. After recording press 1 again. To play back name press 23, to approve press #".

- **612.wav:** *"To make private press 1".*
- **613.wav:** *"To make priority press 2".*
- **617.wav:** *"To remove private status press 1".*
- **618.wav:** *"To remove priority status press 2".*
- **622.wav:** *"Not priority".*
- **643.wav:** *"You are choosing options for this message there are currently no options set".*
- **644.wav:** *"You are choosing options for this message with the current settings".*
- **645.wav:** *"Private messages cannot be forwarded by the recipients".*
- **646.wav:** *"A priority message will be delivered before other messages and will be flagged for special attention in the recipients mailbox".*
- **647.wav:** *"The message will be private".*
- **648.wav:** *"The message will be priority".*
- **651.wav:** *"The message will be private and priority".*
- **681.wav:** *"Sorry cannot leave a message now because this users mailbox is full".*
- **700.wav:** *"To administer mailing lists press 1, to administer personal directory press 2".*
- **701.wav:** *"To change your password press 4".*
- **702.wav:** *"To record your name press 5".*
- **703.wav:** *"You are at subscriber administration".*
- **704.wav:** *"To create lists press 1, to scan lists press 2, to review and modify lists press 3".*
- **707.wav:** *"If finished press *#".*
- **708.wav:** *"If finished adding entries press #".*
- **736.wav:** *"You are recording your name. As you use IP office your name will be included in system announcements that you and other people will hear".*
- **744.wav:** *"For all calls".*
- **745.wav:** *"Active".*
- **747.wav:** *"For internal calls".*
- **748.wav:** *"To external calls".*
- **749.wav:** *"For busy calls".*
- **750.wav:** *"For no answer calls".*
- **751.wav:** *"For out of hours calls".*
- **752.wav:** *"To listen to a greeting press 0, to create change or delete a greeting press 1, to scan all your greetings press 2, to activate a greeting press 3, to administer call types press 4, if finished press #".*
- **753.wav:** *"Enter greeting number".*
- **754.wav:** *"Greeting".*
- **755.wav:** *"Not recorded".*
- **756.wav:** *"To listen to greeting".*
- **757.wav:** *"To re-record, press 1".*
- **759.wav:** *"To review status, press 2".*
- **760.wav:** *"Press 0".*

- **764.wav:** *"To use this greeting for all calls press 0, for internal calls press 1, for external calls press 2".*
- **765.wav:** *"Recorded but not active".*
- **766.wav:** *"To use this greeting for all calls press 1".*
- **767.wav:** *"To use this greeting for all calls press 0, for busy calls press 1, for no answer calls press 2".*
- **770.wav:** *"Recorded and active".*
- **771.wav:** *"Approved and active".*
- **772.wav:** *"Again".*
- **773.wav:** *"To activate for out of hours call press 3".*
- **775.wav:** *"To record messages press 1 to get messages press 2 to administer personal greetings press 3".*
- **776.wav:** *"The system greeting".*
- **777.wav:** *"Cannot listen to system greeting".*
- **778.wav:** *"Cannot modify system greeting".*
- **779.wav:** *"No greetings recorded".*
- **780.wav:** *"Personal greetings review completed".*
- **781.wav:** *"To skip to the next greeting press the # sign".*
- **782.wav:** *"To activate a greeting enter greeting number to de-activate a greeting activate a different greeting in its place".*
- **783.wav:** *"To activate another greeting enter greeting number to de-activate a greeting activate a different greeting in its place".*
- **784.wav:** *"To activate system greeting enter 0".*
- **785.wav:** *"Same greeting used for all calls".*
- **786.wav:** *"To identify calls as internal and external press 1".*
- **787.wav:** *"To identify calls as busy and no answer press 2".*
- **788.wav:** *"To identify calls as out of hours press 3".*
- **790.wav:** *"Calls identified as internal and external".*
- **791.wav:** *"Calls identified as busy and no answer".*
- **792.wav:** *"Calls identified as out of hours".*
- **793.wav:** *"Calls not identified as out of hours".*
- **797.wav:** *"To use same greeting for all calls press 5".*
- **814.wav:** *"Calls".*
- **815.wav:** *"You are administering your personal greetings".*
- **816.wav:** *"You are listening to a personal greeting".*
- **817.wav:** *"You are recording a personal greeting".*
- **818.wav:** *"You have just recorded".*
- **819.wav:** *"You are scanning your personal greetings".*
- **820.wav:** *"You are selecting which greeting to activate".*
- **821.wav:** *"You administering call types".*
- **822.wav:** *"As you use IP office, your name will be included in system announcements that you and other people will hear. At the tone please speak your name, after speaking your name press 1".*

- **823.wav:** *"For all calls".*
- **825.wav:** *"For internal".*
- **826.wav:** *"For external".*
- **827.wav:** *"For busy".*
- **828.wav:** *"For no answer".*
- **829.wav:** *"For out of hours".*
- **830.wav:** *"You must approve your recording".*
- **832.wav:** *"Please enter extension and # sign".*
- **839.wav:** *"To rewind to the previous greeting press 2".*
- **843.wav:** *"To scan headers and messages press 1, to scan headers only press 2, to scan messages only press 3".*
- **844.wav:** *"End of message".*
- **845.wav:** *"Next message".*
- **846.wav:** *"You are selecting an option for automatic message scan".*
- **847.wav:** *"You are automatically scanning your incoming messages. To listen to the message press 0, to respond to or forward the message press 1".*
- **848.wav:** *"You are automatically scanning your incoming messages. To listen to the message press 0 to respond to the message press 1".*
- **849.wav:** *"To skip the next message press the # sign, to the listen to the header rewind by pressing 2, then play by pressing 3, to skip to the next category press *#".*
- **850.wav:** *"Broadcast and login message services are not available".*
- **852.wav:** *"To rewind to the current entry press 2, to rewind to previous entry press 2 as many times as necessary".*
- **868.wav:** *"Mailbox id must be less than or equal to less than 16 digits".*
- **869.wav:** *"If the extension entered belongs to a casual subscriber you will be prompted for a mailbox id".*
- **905.wav:** Short silence.
- **907.wav:** 2 seconds of silence.
- **913.wav:** *"If finished press #".*
- **915.wav:** *"No options menu available".*
- **916.wav:** *"To send message press # or enter an option to hear a list of options press 0".*
- **924.wav:** *"Seconds".*
- **925.wav:** *"Minutes".*
- **926.wav:** Beep.
- **928.wav:** *"New messages".*
- **929.wav:** *"Old messages".*
- **935.wav:** *"Unopened messages".*
- **936.wav:** *"Partial entry deleted".*
- **937.wav:** *"Sorry you are having difficulty please get help and try again later".*
- **938.wav ... 968.wav:** Ordinal numbers *"1st" to "31st"*.
- **971.wav:** *"To send press #".*
- **972.wav:** *"To reach the covering extension press Zero".*

- **973.wav:** *"If you are finished please hang up or press **X"*.
- **977.wav:** *"Name not found"*.
- **987.wav:** *"Enter last name of the person"*.
- **990.wav:** *"To record and send voicemail messages press 1"*.
- **992.wav:** *"To get messages press 2"*.
- **1001.wav:** *"To scan incoming messages automatically press 7, to relogin press **R"*.
- **1006.wav:** *"To record or change the greeting heard by callers press 3"*.
- **1010.wav:** *"With priority"*.
- **1011.wav:** *"With fax"*.
- **1020.wav:** *"No message to send"*.
- **1048.wav:** *"Nothing to print"*.
- **1052.wav:** *"To specify your fax preferences press 3"*.
- **1061.wav:** *"Your default print destination is..."*.
- **1075.wav:** *"To change the default print destination press 1"*.
- **1092.wav:** *"A default print destination has not been assigned"*.
- **1118.wav:** *"You are specifying the default print destination for fax items"*.
- **1141.wav:** *"When finished recording press # for more options"*.
- **1144.wav:** *"To specify whether a message can be addressed before it is recorded press 6"*.
- **1145.wav:** *"To administer call answer options press 7"*.
- **1152.wav:** *"Address before record turned on"*.
- **1153.wav:** *"To turn off press 1"*.
- **1154.wav:** *"Address before record turned off"*.
- **1155.wav:** *"To turn on press 1"*.
- **1157.wav:** *"You are administering addressing options"*.
- **1158.wav:** *"To prevent callers from leaving messages press 1"*.
- **1159.wav:** *"Call answer messages will not be accepted"*.
- **1160.wav:** *"To allow callers to leave messages press 1"*.
- **1161.wav:** *"You are administering call answer options"*.
- **1162.wav:** *"Sorry the mailbox you have reached is not accepting messages at this time"*.
- **1163.wav:** *"Is not available"*.
- **1164.wav:** *"Call answer messages will be accepted"*.
- **1219.wav:** *"To review or change your reach options press 7"*.
- **1305.wav:** *"Please enter an outcalling option to hear a list of options press 0"*.
- **1430.wav:** *"To following message was restored"*.
- **1431.wav:** *"No message to restore"*.
- **1432.wav:** *"To undelete last deleted message press **U"*.
- **1434.wav:** *"To return to getting messages press #"*.
- **1440.wav:** Beep.
- **1443.wav:** *"Voice file system is out of space"*.
- **1444.wav:** *"Please contact the administrator"*.

- **1457.wav:** *"Old and new passwords cannot be the same".*
- **1461.wav:** *"You are getting your incoming messages".*
- **1462.wav:** *"To listen to the message press Zero".*
- **1463.wav:** *"To reply to sender by voicemail press 17".*
- **1464.wav:** *"To forward with comments press 12".*
- **1465.wav:** *"To record a new message press 14".*
- **1466.wav:** *"To respond to or forward the message press 1".*
- **1467.wav:** *"The return address for this message is not a mailbox on this system".*
- **1469.wav:** *"To reply to sender by voicemail press 7".*
- **1964.wav:** *"The ability for callers to leave messages in your mailbox is turned off".*
- **1965.wav:** *"To allow callers to leave messages press 571".*
- **1970.wav:** *"Invalid password please enter new password and # sign".*
- **2007.wav:** *"with text".*
- **2008.wav:** *"with other media".*
- **2010.wav:** *"zero".*
- **2011.wav:** *"bytes".*
- **2012.wav:** *"byte".*
- **2013.wav:** *"kilobyte".*
- **2014.wav:** *"kilobytes".*
- **2015.wav:** *"megabyte".*
- **2016.wav:** *"megabytes".*
- **2018.wav:** *"and".*
- **2019.wav:** *"message from".*
- **2021.wav:** *"private".*
- **2022.wav:** *"private priority".*
- **2023.wav:** *"priority".*
- **2025.wav:** *"call from".*
- **2026.wav:** *"call received".*
- **2030.wav:** *"voice".*
- **2031.wav:** *"fax".*
- **2032.wav:** *"text".*
- **2033.wav:** *"attached file".*
- **2035.wav:** *"to advance to the end of the message press *6".*
- **2038.wav:** *"rewound".*
- **2039.wav:** *"component".*
- **2040.wav:** *"to listen press 3".*
- **2041.wav:** *"To customize your mailbox, for example to create or edit your mailing lists or change your password, press 5".*
- **2051.wav:** *"your password cannot be the same as your extension number consecutive digits or a single repeated digit please enter new password and the # key".*

- **2052.wav:** *"at beginning of message to step back to previous message press *2 to listen press Zero"*.
 - **2053.wav:** *"approximately"*.
 - **2057.wav:** *"at beginning of message"*.
 - **2061.wav:** *"To enter the telephone number of a fax machine press **5"*.
 - **2063.wav:** *"Enter the telephone number of a fax machine followed by the # sign"*.
 - **4409.WAV ... 4434.wav:** Alphabetic characters "A" to "Z".
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English Non-Intuity Prompts

Here is a list of the named .wav files used by Voicemail Lite and Voicemail Pro for US and UK English. These are predominately, though not exclusively, used for IP Office mode mailbox features and Voicemail Pro custom call flow actions.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

- **aa_01.wav:** *"Good morning and thank you for calling. Please key in the required extension number or hold the line for other options"*.
- **aa_02.wav:** *"Good afternoon and thank you for calling. Please key in the required extension number or hold the line for other options"*.
- **aa_03.wav:** *"Good evening and thank you for calling. Please key in the required extension number or hold the line for other options"*.
- **aa_04.wav:** *"Please hold while we try to connect you"*.
- **aa_05.wav:** *"An operator is currently unavailable"*.
- **aa_06.wav:** *"Please key in the extension number you would like to leave a message for"*.
- **aa_07.wav:** *"Good bye and thank you for calling"*.
- **alpha_01.wav:** *"Press # to accepted data, *1 to hear the data, *2 to delete the data, *3 to delete the last character, *# to accept the data and continue"*.
- **alpha_02.wav:** *"Data has been deleted"*.
- **alarm_1.wav:** *"you have an alarm call set for"*.
- **alarm_2.wav:** *"alarm has been deleted press 1 to continue or * to quit"*.
- **alarm_3.wav:** *"please enter the time for the alarm call in 24 hour clock notation"*.
- **alarm_4.wav:** *"you have set an alarm call for"*.
- **alarm_5.wav:** *"press 1 to validate press 2 to add a message to the end press # to cancel"*.
- **alarm_6.wav:** *"your alarm has now been set"*.
- **alarm_7.wav:** *"press 1 to verify this alarm or press 2 to delete it"*.
- **alarm_8.wav:** *"this time is invalid please try again"*.
- **alarm_9.wav:** *"this is an alarm call please hang up"*.
- **AM.wav:** *"AM"*.
- **aor_00.wav:** *"Warning: your call is being recorded"*.
- **cmp_01.wav:** *"the current campaign message has been marked as deleted"*.
- **cmp_02.wav:** *"the current campaign message has been marked as completed"*.
- **cmp_03.wav:** *"the current campaign message has been abandoned"*.
- **cmp_04.wav:** *"press 1 to start again press 2 to rewind press 3 to abandon press 4 to delete press 5 to complete press 7 for previous field press 8 for start of current field press 9 for next field press # to forward press 0 to pause press * to rewind"*.

- **conf_01.wav:** *"A conference is not currently scheduled".*
- **conf_02.wav:** *"There was a problem transferring you into the conference".*
- **conf_03.wav:** *"Please enter your conference id and press # to finish".*
- **conf_04.wav:** *"Please enter your PIN and press # to finish".*
- **conf_05.wav:** *"Your conference ID or PIN is not valid".*
- **conf_06.wav:** *"Your conference ID is not valid".*
- **conf_07.wav:** *"Your PIN is not valid".*
- **conf_08.wav:** *"Please try again".*
- **conf_09.wav:** *"To be announced into the conference please speak your name and press # when you have finished".*
- **conf_10.wav:** *"Your name is too short please try again".*
- **conf_11.wav:** *"Has invited".*
- **conf_12.wav:** *"To join them in an immediate conference press 1 to accept 2 to decline and 3 if the delegate is not available".*
- **conf_13.wav:** *"Has requested".*
- **conf_14.wav:** *"To join in an ad-hoc conference press 1 to accept 2 to decline and 3 if the delegate is not available".*
- **conf_15.wav:** *"Has declined the offer to attend the conference".*
- **conf_16.wav:** *"Is not available".*
- **conf_17.wav:** *"Has just entered the conference".*
- **conf_18.wav:** *"Has just left the conference".*
- **conf_19.wav:** *"An unknown caller".*
- **conf_20.wav:** *"Has been invited".*
- **conf_21.wav:** *"No conference selected, thank you and good bye".*
- **conf_22.wav:** *"Transferring you to the conference now".*
- **conf_23.wav:** *"Conference not accessible".*
- **conf_24.wav:** *"You have been invited to a conference".*
- **dbn_01.wav:** *"There are".*
- **dbn_02.wav:** *"Press # to play list".*
- **dbn_03.wav:** *"To select".*
- **dbn_04.wav:** *"# for next".*
- **dbn_05.wav:** *"*# for previous".*
- **dbn_06.wav:** *"And #".*
- **dbn_07.wav:** *"Press **2".*
- **dbn_10.wav:** *"For selection by group".*
- **dbn_11.wav:** *"For selection by first name".*
- **dbn_12.wav:** *"For selection by last name".*
- **dbn_13.wav:** *"For selection by extension".*
- **dbn_14.wav:** *"Entries that match your selection".*
- **dbn_15.wav:** *"*3 to clear the list and restart".*
- **dbn_16.wav:** *"Or enter more character followed by a # to reduce the size of the list".*

- **dbn_17.wav:** *"To change name format entry to".*
- **dbn_18.wav:** *"First name last name".*
- **dbn_19.wav:** *"Last name first name".*
- **dbn_20.wav:** *"Enter group name".*
- **dbn_21.wav:** *"Enter first name".*
- **dbn_22.wav:** *"Enter last name".*
- **dbn_23.wav:** *"Enter extension".*
- **dom_01.wav ... dom_31.wav:** *Day of month ordinal numbers "1st" to "31st".*
- **dow_01.wav ... dow_07.wav:** *Day of week names "Sunday" to "Saturday".*
- **EOC_1.wav:** *"Warning, your conference will end in".*
- **EOC_2.wav:** *"Your conference will end in".*
- **int_na.wav:** *"service not supported".*
- **ivr_01.wav:** *"the time according to the IVR server is".*
- **ivr_02.wav:** *"directory wave table enter the number of the caller you want to edit".*
- **ivr_03.wav:** *"name wave table enter the number of the extension you want to edit".*
- **ivr_04.wav:** *"enter form entries with the # sign to terminate each line press # at the end to complete the form".*
- **ivr_05.wav:** *"form verified".*
- **ivr_06.wav:** *"form entry is complete".*
- **ivr_07.wav:** *"press * to abort # to accept or 0 to listen again".*
- **ivr_08.wav:** *"do not disturb".*
- **ivr_09.wav:** *"voicemail mode".*
- **ivr_10.wav:** *"call forwarding".*
- **ivr_11.wav:** *"forward number is set to".*
- **ivr_12.wav:** *"follow me number is set to".*
- **ivr_13.wav:** *"voicemail reception number is set to".*
- **ivr_15.wav:** *"parameter is set to".*
- **ivr_16.wav:** *"parameter is enabled".*
- **ivr_17.wav:** *"parameter is disabled press 1 to enable".*
- **ivr_18.wav:** *"parameter is disabled".*
- **ivr_19.wav:** *"parameter is enabled press 2 to disable".*
- **ivr_20.wav:** *"press 1 to change press # to cancel".*
- **ivr_21.wav:** *"enter new number after the tone".*
- **ivr_22.wav:** *"repeat new number after the tone".*
- **ivr_23.wav:** *"sorry the numbers you have entered are different".*
- **ivr_24.wav:** *"email options".*
- **ivr_25.wav:** *"alert email on incoming message".*
- **ivr_26.wav:** *"copy messages to email".*
- **ivr_27.wav:** *"forward messages to email".*
- **ivr_28.wav:** *"email turned off".*

- **ivr_29.wav:** *"service mode"*.
- **ivr_30.wav:** *"in service"*.
- **ivr_31.wav:** *"out of service"*.
- **ivr_32.wav:** *"night service"*.
- **mc_00.wav:** Beep.
- **mc_01.wav:** Short silence.
- **mc_02.wav:** One seconds silence.
- **misc_24.wav:** *"Is on holiday until"*.
- **misc_25.wav:** *"Is unavailable until"*.
- **misc_26.wav:** *"Is at lunch until"*.
- **misc_27.wav:** *"Is away on business until"*.
- **misc_28.wav:** *"And will be picking up messages regularly"*.
- **misc_29.wav:** *"And will not be contactable until their return"*.
- **misc_30.wav:** *"List length exceeded"*.
- **misc_31.wav:** *"*, cannot access private list"*.
- **misc_32.wav:** *"*, list length exceeded"*.
- **mnu_1.wav:** *"You have four greeting options. For standard greeting press 1, for after hours greeting press 2, for you are in a queue greeting press 3, for you are still in a queue greeting press 4"*.
- **mnu_2.wav:** *"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4"*.
- **mnu_2a.wav:** *"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4, to return to the previous menu press 8"*.
- **mnu_3.wav:** *"When playing a message to delete the message press 4, to save the message press 5, to forward the message to email press 6, to repeat the message press 7, to skip the message press 9, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to email *01, to turn off email redirection press *02"*.
- **mnu_4.wav:** *"When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press ** at the end of your messages, to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to email press *01, to send email notifications press *02, to turn off email functions press *03, to change your access code press *04"*.
- **mnu_5.wav:** *"To forward message to email press 1, to forward message to other extensions press 2, to add a header message press 3, to send message into your saved messages list press 4, to skip this forwarding press #"*.
- **mnu_6.wav:** *"User configure options to edit forwarding number press 1, to edit follow me number press 2, to set call forwarding press 3, to set voicemail press 4, to set do not disturb press 5, to edit voice mail access code press 6, to edit voicemail reception press 7, to set voicemail email mode press 8, to edit voicemail call back number press 9"*.
- **mnu_7.wav:** *"Hunt group configure options to set voicemail press 1, to edit voicemail access code press 2, to set voicemail email mode press 3, to set service mode press 4"*.
- **mnu_8.wav:** *"Invalid entry please try again"*.
- **mnu_9.wav:** *"That destination is unavailable"*.

- **mnu_10.wav:** *"List length exceeded"*.
- **mo_01.wav ... mo_12:** Months *"January"* to *"December"*.
- **no_.wav:** *"Number"*.
- **no_00.wav ... no_59.wav:** Numbers *"Zero"* to *"Fifty-nine"*.
- **no_24p.wav:** *"More than 24"*.
- **noon.wav:** *"Noon"*.
- **out_01.wav:** *"To administer Outlook based greetings, press 5"*.
- **out_02.wav:** *"You are administering Outlook based greetings"*.
- **out_03.wav:** *"Outlook based greetings are active for all calls"*.
- **out_04.wav:** *"Outlook based greetings are used for the following call types"*.
- **out_05.wav:** *"Outlook based greetings are currently inactive"*.
- **out_06.wav:** *"To deactivate Outlook based greetings"*.
- **out_07.wav:** *"To activate Outlook based greetings"*.
- **out_08.wav:** *"They will be out of the office until"*.
- **out_09.wav:** *"They will be busy until"*.
- **out_10.wav:** *"Due to"*.
- **outb_01.wav:** *"This is an IP Office outbound alert"*.
- **outb_04.wav:** *"Press any key to accept"*.
- **pg_0001.wav:** *"To use this greeting for all calls press 1"*.
- **pg_0002.wav:** *"To use this greeting for all calls press 0"*.
- **pg_0003.wav:** *"For internal calls press 1"*.
- **pg_0004.wav:** *"For external calls press 2"*.
- **pg_0005.wav:** *"To activate for out of hours call press 3"*.
- **pg_0006.wav:** *"If the number is busy press 4"*.
- **pg_0007.wav:** *"For no reply calls press 5"*.
- **pin_01.wav:** *"Enter your current access code after the tone"*.
- **pin_02.wav:** *"Now enter your new access code after the tone"*.
- **pin_03.wav:** *"Now repeat your new access code after the tone"*.
- **pin_04.wav:** *"Your access code has now been changed"*.
- **pin_05.wav:** *"It has been possible to change your access code at this time"*.
- **pin_06.wav:** *"Press # when you have finished"*.
- **pin_07.wav:** *"Access code must contain 4 or more digits"*.
- **PM.wav:** *"PM"*.
- **que_01.wav:** *"You are at queue position"*.
- **que_02.wav:** *"In the queue"*.
- **que_03.wav:** *"Call per"*.
- **que_04.wav:** *"Estimated time to answer is"*.
- **que_05.wav:** *"you call will be answered in"*.
- **rec_01.wav:** *"warning: this call is being recorded"*.

- **RECNAM_01.wav:** *"As you use IP office, your name will be included in system announcements that you and other people will hear. At the tone please say your name. After saying your name, press 1".*
- **RECNAM_02.wav:** *"to re-record your name press 1, to confirm press #".*
- **RECNAM_03.wav:** *"record at the tone".*
- **sac_01.wav:** *"cannot retrieve your messages now due to multiple logins to your mailbox".*
- **sac_02.wav:** *"please disconnect".*
- **seconds.wav:** *"seconds".*
- **ssb_00.wav:** *"O" (Oh).*
- **ssb_01.wav:** *"O'Clock".*
- **ssb_02.wav:** *"No".*
- **ssb_03.wav:** *"None".*
- **ssb_04.wav:** *"Midnight".*
- **ssb_05.wav:** *"And".*
- **ssb_06.wav:** *"Date".*
- **ssb_07.wav:** *"Deleted".*
- **ssb_08.wav:** *"T number".*
- **ssb_09.wav:** *"For".*
- **ssb_10.wav:** *"Forwarded".*
- **ssb_11.wav:** *"Item".*
- **ssb_12.wav:** *"Press".*
- **ssb_13.wav:** *"Quantity".*
- **ssb_14.wav:** *"Saved".*
- **ssb_15.wav:** *"Yesterday".*
- **ssb_16.wav:** *"Hundred".*
- **ssb_17.wav:** *"Hour".*
- **ssb_18.wav:** *"O" (oh).*
- **ssb_19.wav:** *"At".*
- **ssb_20.wav:** *"1" (Down tone).*
- **ssb_21.wav:** *"1" (Up Tone).*
- **ssb_22.wav:** *"1" (Level Tone).*
- **ssb_23.wav:** *"Function failed to complete".*
- **ssb_29.wav:** *"Minutes".*
- **svm_02.wav:** *"Calls have been forwarded to email. New calls will also be forwarded to email until turned off".*
- **svm_03.wav:** *"Caller was".*
- **svm_04.wav:** *"Thank you for leaving a message. Mailbox has now stopped recording".*
- **svm_05.wav:** *"Please enter your mailbox number".*
- **svm_06.wav:** *"Please enter your access code".*
- **svm_07.wav:** *"There is no one available to take your call at the moment so please leave a message after the tone".*
- **svm_08.wav:** *"For help at anytime press 8".*

- **svm_09.wav:** *"That was the last message".*
- **svm_10.wav:** *"New message".*
- **svm_11.wav:** *"New messages".*
- **svm_12.wav:** *"Old message".*
- **svm_13.wav:** *"Old messages".*
- **svm_14.wav:** *"Saved message".*
- **svm_15.wav:** *"Saved messages".*
- **svm_16.wav:** *"Remote access is not configured on this mailbox".*
- **svm_17.wav:** *"Email is not enabled on this mailbox".*
- **svm_18.wav:** *"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available".*
- **svm_19.wav:** *"Message was recorded".*
- **svm_20.wav:** *"You're being transferred".*
- **svm_21.wav:** *"You have".*
- **svm_22.wav:** *"Unknown caller".*
- **svm_23.wav:** *"Forwarding to email is now turned off".*
- **svm_24.wav:** *"Start speaking after the tone and your message will be inserted before the message prior to forwarding".*
- **svm_25.wav:** *"To hear the recording press 1, to change the recording press 2, to save the recording press 3".*
- **svm_26.wav:** *"Enter the extension to which you wish this message to be forwarded, separating each extension using the # sign. Press # at the end to complete the list".*
- **svm_27.wav:** *"Message has not yet been recorded".*
- **svm_28.wav:** *"Start speaking after the tone and press 2 when you have finished recording".*
- **svm_29.wav:** *"There are no messages".*
- **tim_m00.wav:** *"Minute".*
- **tim_m01.wav:** *"One minute".*
- **tim_m02.wav:** *"Minutes".*

Glossary

A

ACM: Avaya Communication Manager

C

CCC: Compact Contact Center

I

IMS: Integrated Messaging Service

M

MAPI: Messaging Application Program Interface

P

PDL: Personal Distribution List

PSTN: Public Switch Telephone Network

S

SAPI: Speech Application Program Interface

T

TTS: Text To Speech

V

VPNM: Voicemail Pro Networked Messaging

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Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: <http://www.avaya.com/ipoffice/knowledgebase>