AVAYA

SCS 4.0

Voicemail Setup & Operation

Task Based Guide

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Voicemail Setup & Operation

Overview

The SCS administrator interface can be used to access and configure global and user voicemail settings. The purpose of this document is to guide you through these basic configuration processes.

Note: Voicemail is automatically enabled for all users when SCS accounts are created. In the event that a user's voicemail has previously been disabled, the administrator will need to enable it, see 'Enabling/Disabling User Voicemail' later in this guide for more information.

Users can access more personalised settings, such as greetings, notification via email, distribution lists and folder options through the SCS user portal and the voicemail attendant, which is accessed by dialling 101 (the default voicemail attendant extension) from the phone set. For help on user voicemail functions, users should be directed to the 'SCS End User' guide'.

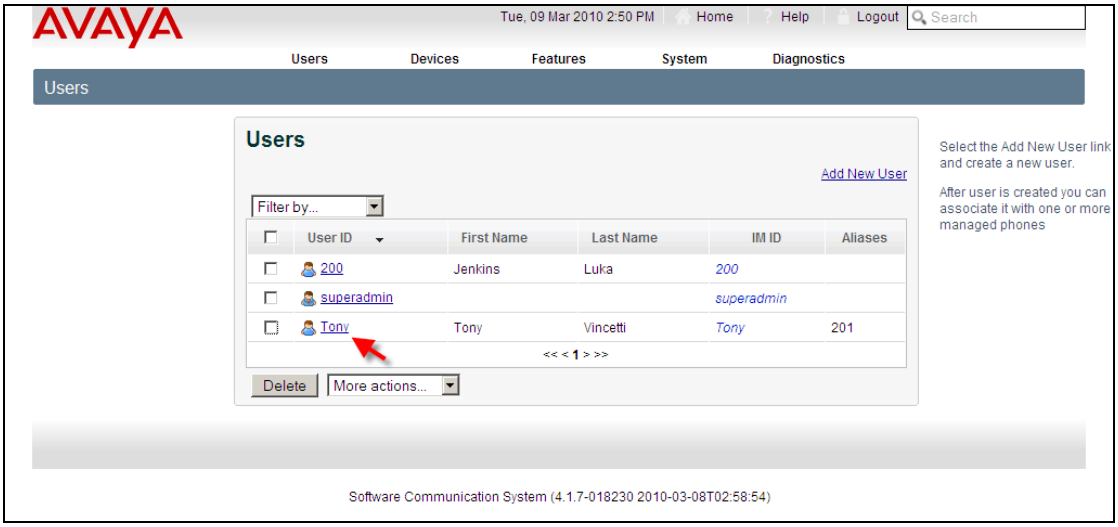
Configuring User Voicemail

All users' voicemail accounts are enabled, disabled, and configured through the administrator interface.

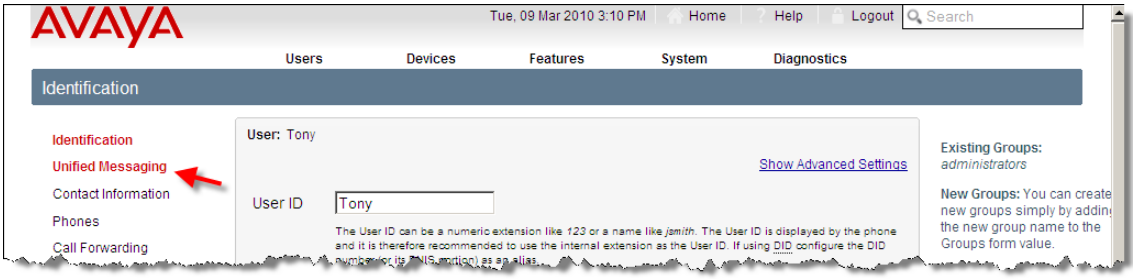
1. Open the **Users** menu and select **Users**.



2. Select a user profile from the list that appears on the screen by clicking on the **User ID** link.

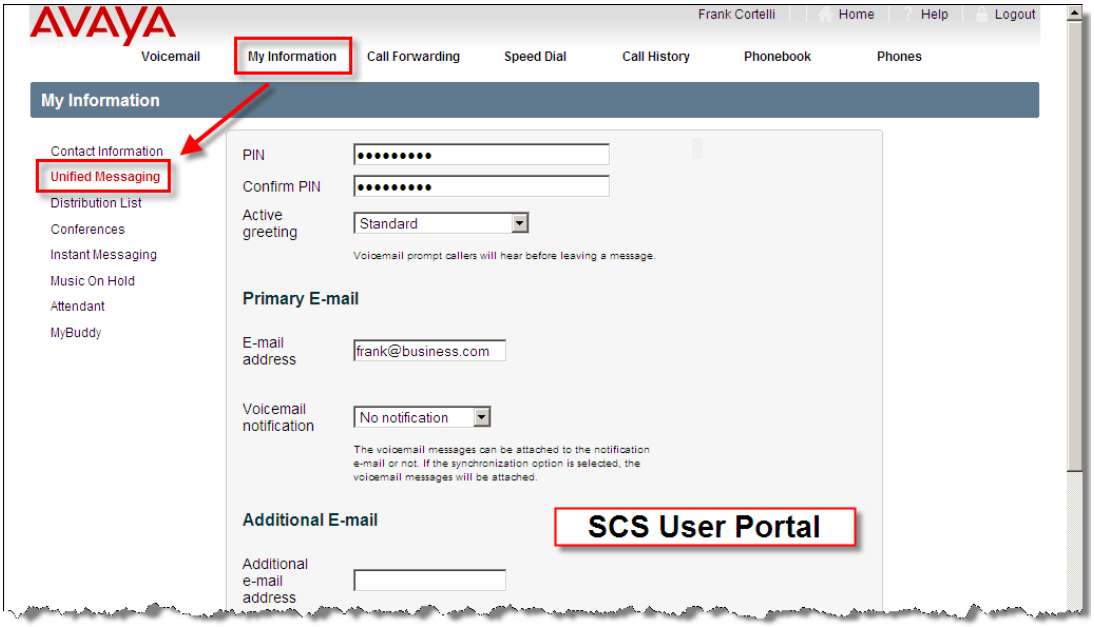


3. Next, click on the **Unified Messaging** link.



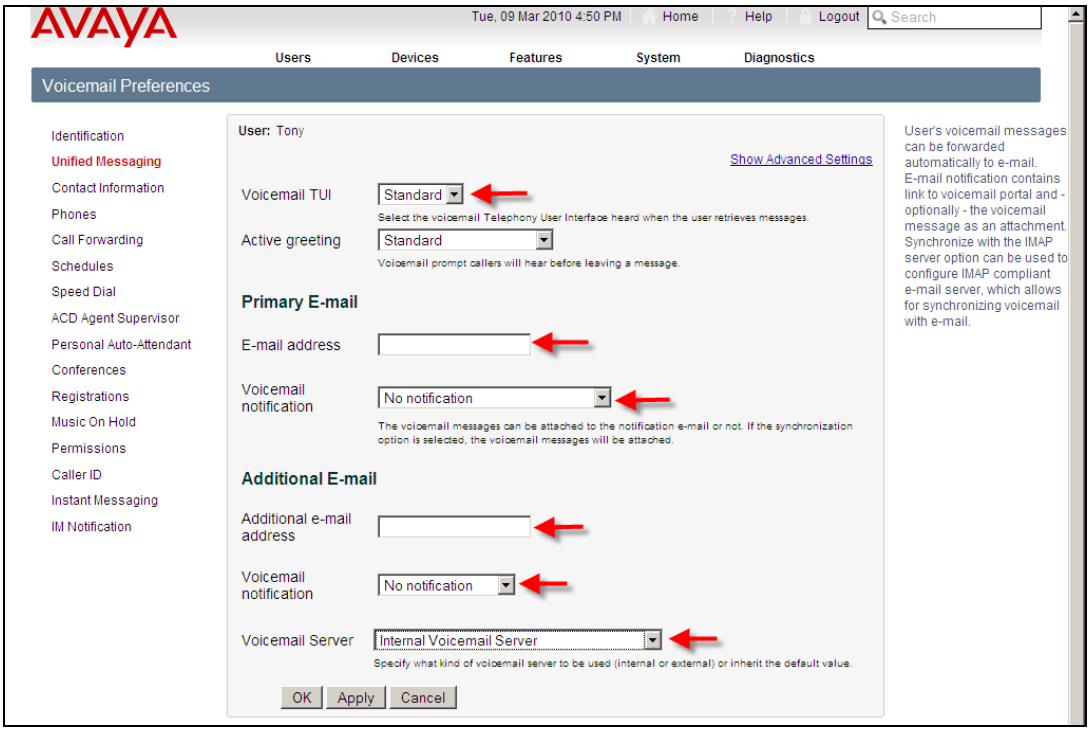
Email Notifications and Forwarding

The SCS administrator need only configure the Telephony User Interface (TUI), IMAP Synchronisation and Voicemail Server options for the user. More information on configuring Email Notifications through the user portal can be found in the *SCS 4.0 End User Task Based Guide.*



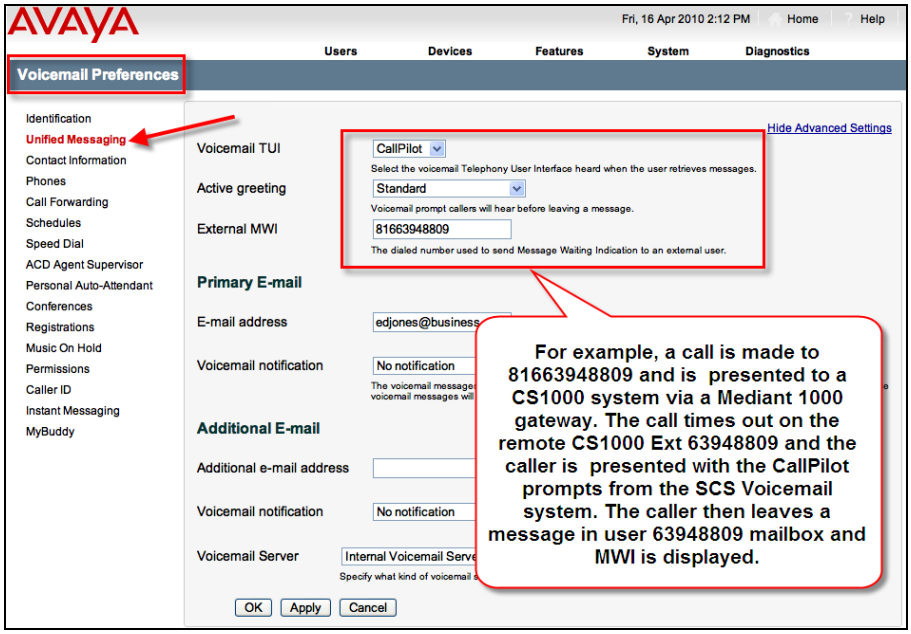
Note: All other options can be configured by the user, through the user portal (*see above*). For the purpose of this scenario we will configure all relevant options whilst logged in as the administrator.

1. The Unified Messaging Screen will appear.



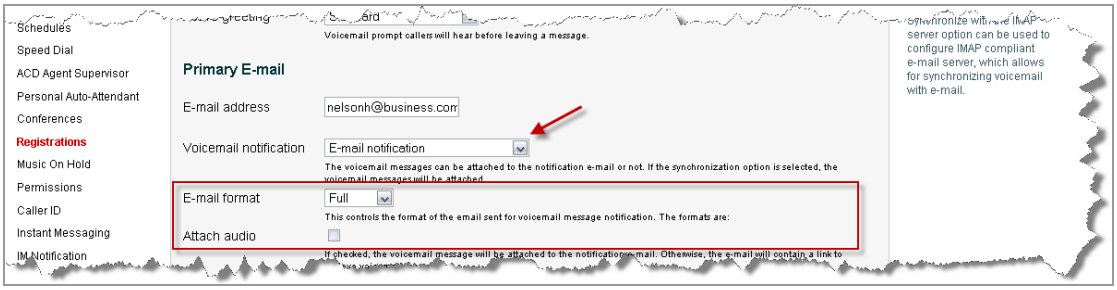
2. First, select the **Voicemail TUI** option (This is the voicemail platform the user will hear when calling to retrieve voicemail messages). 'Standard' is selected by default; alternatively 'Callpilot' for Avaya CS1000 based voicemail prompts can be selected if required.

   Further parameters are available by selecting the **Show Advanced Settings** link. The **External MWI** field is utilised for example, in situations where a CS1000 system and its users, are receiving voicemail facilities from the SCS.



Note: For detailed instructions relating to CS1000 interoperability and configuration, please refer to the *Solution Integration Guide for Avaya SCS and Avaya CS1000 using PRI Trunks* and the *Solution Integration Guide for Avaya SCS and Avaya CS1000 using SIP Trunks.*

3. Next enter a Primary E-mail email address in the **E-mail address** text box. This is used to receive notifications of new voicemail messages.



4. Select the required **Voicemail Notification**. The default setting is 'No notification' meaning that only your phone will display the message waiting indicator on receiving new voicemail messages. In this example, we have selected E-mail notification, which will display further options on the screen.

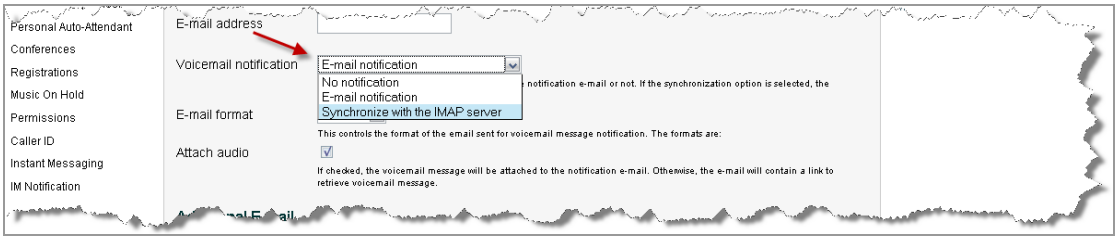
5. Now we can select the **Email Format**. This setting controls the appearance and content of the mail notification. Choose from:

- **Full** – The mail will contain a complete subject header outlining the time and who the voicemail message is from. Inside the mail you will find links that allow you to listen to the message, view the voicemail inbox, and delete the message.
- **Medium** – The medium option offers a less detailed subject header, which displays who the message is from. The message content outlines the length of the message and who it is from.
- **Brief** – The subject header in the brief mail notification is concise, e.g., 'Voice Message: Tom Smith'. The message content contains the name the person who left the message and the duration of the message.

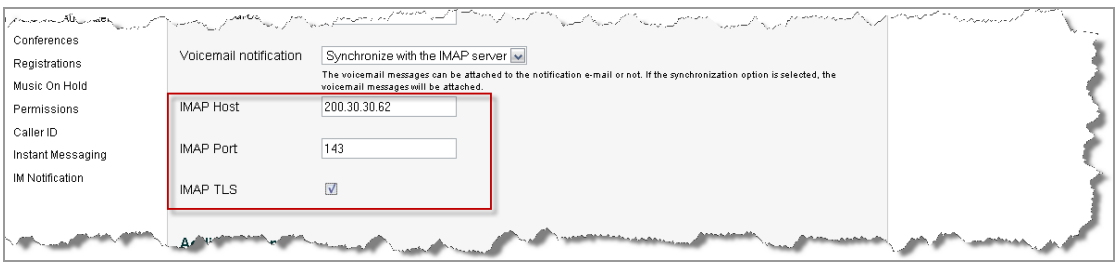
6. Tick the **Attach audio** check-box to include the message WAV file as an attachment in the email notification.



A third notification option exists in the **Voicemail notification** drop-down menu: **Synchronise with the IMAP server**. The SCS provides the option of utilizing an IMAP server for voicemail storage, in which case you can synchronize with it for voicemail notification. Notifications sent from the IMAP server will automatically carry the voicemail message as an attachment.



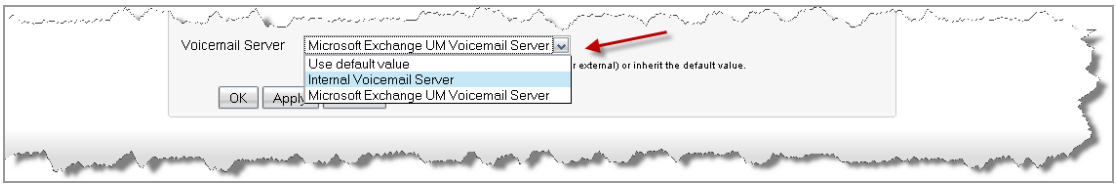
When this option is selected extra fields will appear on the screen. Use these fields to define the IMAP **host** name or IP address and **port** number. Tick the **IMAP TLS** check-box if TLS encryption is enabled on the IMAP server.



7. If required, enter a secondary email address for the user in the **Additional E-mail address** text box.

8. The final setting on this screen is the **Voicemail Server** drop-down menu. Within this menu you can define whether the user account will utilize the SCS's own **Internal** voicemail server, or Microsoft's **Exchange Server 2007 with Unified Messaging**. The setting that you select here depends on the voicemail server setting selected in the voicemail dial plan. For example, if the Voicemail dial plan references the Internal voicemail server then this is what should be selected here.

Note: The option selected here must be reflected through all users on the SCS. You cannot select 'Internal Voicemail Server' for some users and 'Microsoft Exchange UM Voicemail Server' for others.



Note: The settings configured on this screen will be overridden by the settings defined in any user group into which the user is placed.

9. Click **Apply** to confirm your settings.

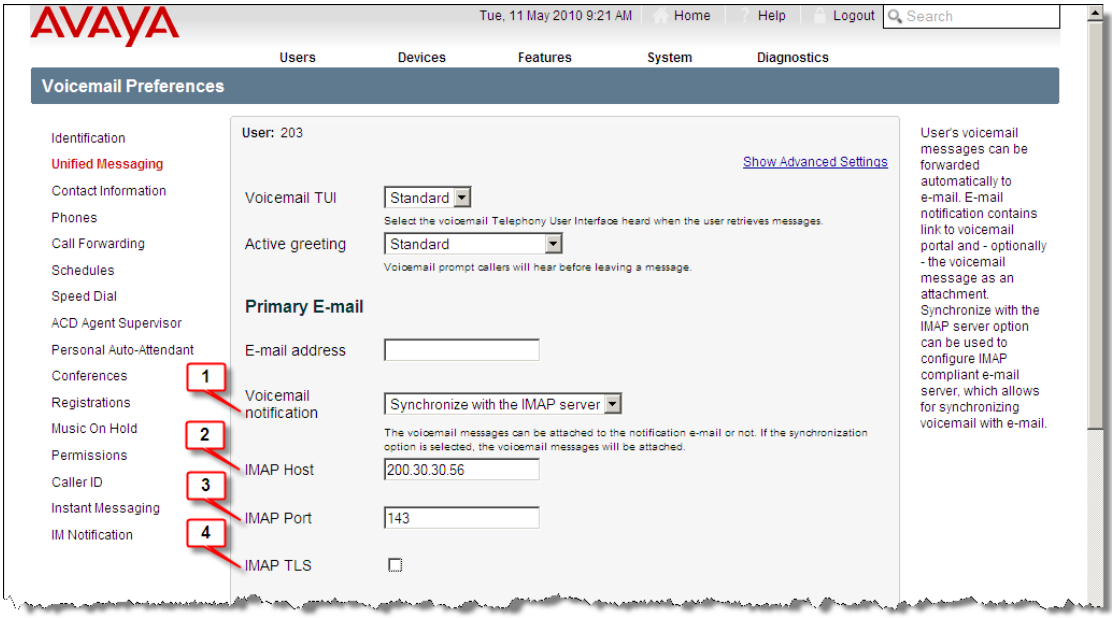
IMAP (Internet Message Access Protocol) Explained

If you choose to utilise IMAP on the SCS, any changes made in a user's voicemail box or user portal are mirrored in any corresponding email message (that may contain the voicemail message WAV file) – and vice versa. For example:

- If a user chooses to delete a message in their voicemail box (either via the telephone or user portal) then the corresponding email (and any attached WAV file) is automatically deleted from the users email inbox.
- If the user listens to a voicemail message (again either via the telephone or user portal) then the corresponding email notification is marked as read.
- Alternatively, if a user deletes an email notification with the attached WAV file (of the related message) then the corresponding voicemail message is also deleted from the voicemail box.

Administration tasks for IMAP setup

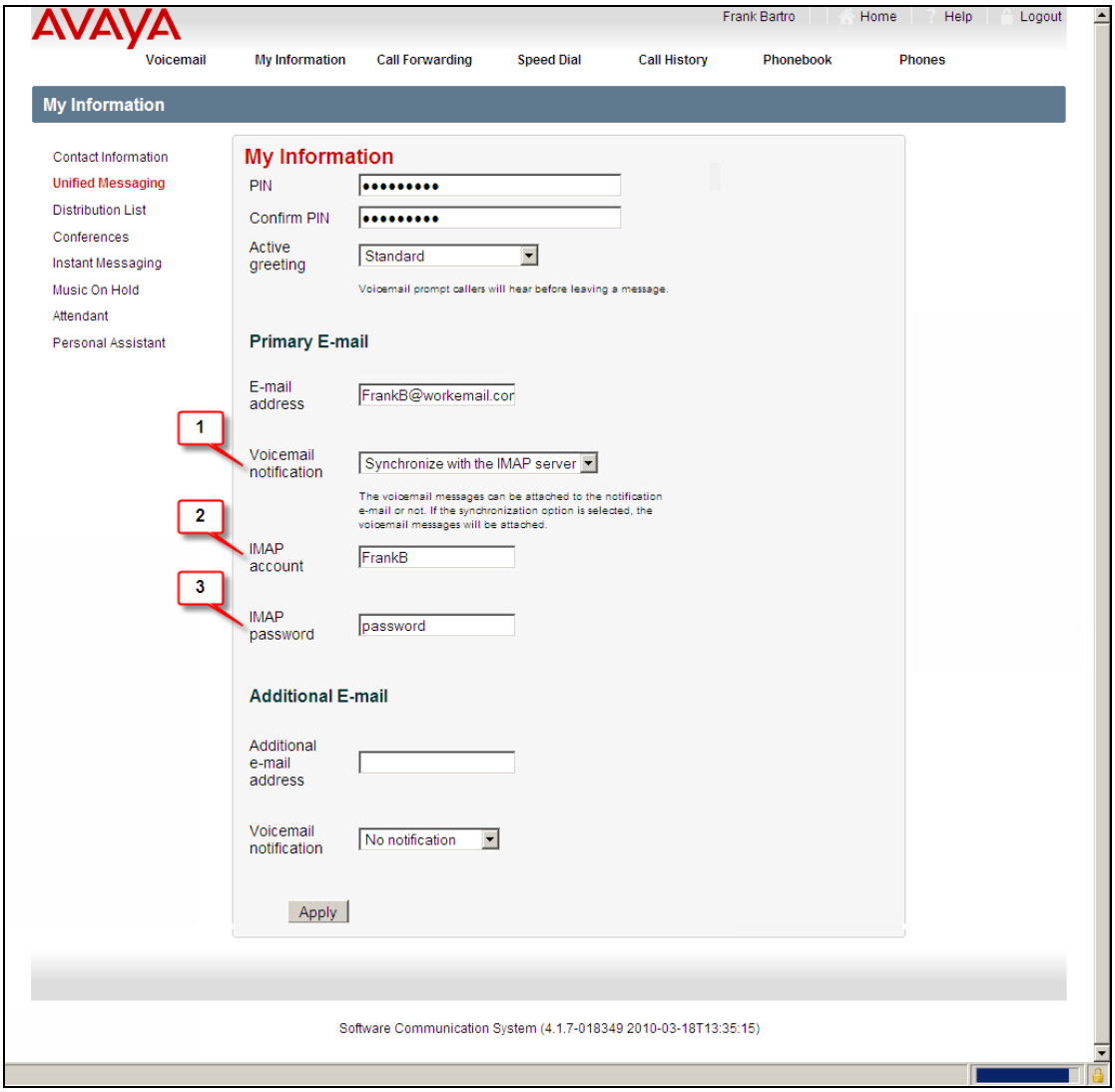
To configure IMAP synchronisation, the administrator must configure the following fields within the Unified Messaging tab (**Users/*select user*/Unified Messaging**).



1. **Voicemail Notification** should be set to ‘Synchronise with the IMAP Server’.
2. **IMAP Host**: enter the domain name or IP address of the Email server hosting the users Email account.
3. **IMAP Port**: Enter the IMAP port of the Email server, this is usually 143.
4. **IMAP TLS** checkbox: This is only used if the Email servers IMAP service uses TLS (Transport Layer Security).

User tasks for IMAP setup

Once configured at an administrative level, the user portal can be accessed to configure the following settings:



1. **Voicemail Notification** should be set to 'Synchronise with the IMAP Server'.
2. **IMAP Account:** enter the email account of the user. Depending on the servers configuration, this will either be the full address (*FrankB@workemail.com*) or the account name portion (*FrankB*)
3. **IMAP Password:** enter the user's Email account password, this will allow the IMAP service to access the account when synchronising.

Note: if the user changes their Email account password, this field must be updated to reflect this. Failure to update this field will result in the system generating password change request Emails.

Email Server Requirements for IMAP

To support synchronization, the user's email server must:

- Support the IMAP protocol
- Support the IMAP "IDLE" capability
- Support the searching of the mail headers

The following servers are known to support these requirements:

- Microsoft Exchange 2007
- Dovecot
- Cyrus versions greater than 2.2

The following servers/services do not support synchronisation:

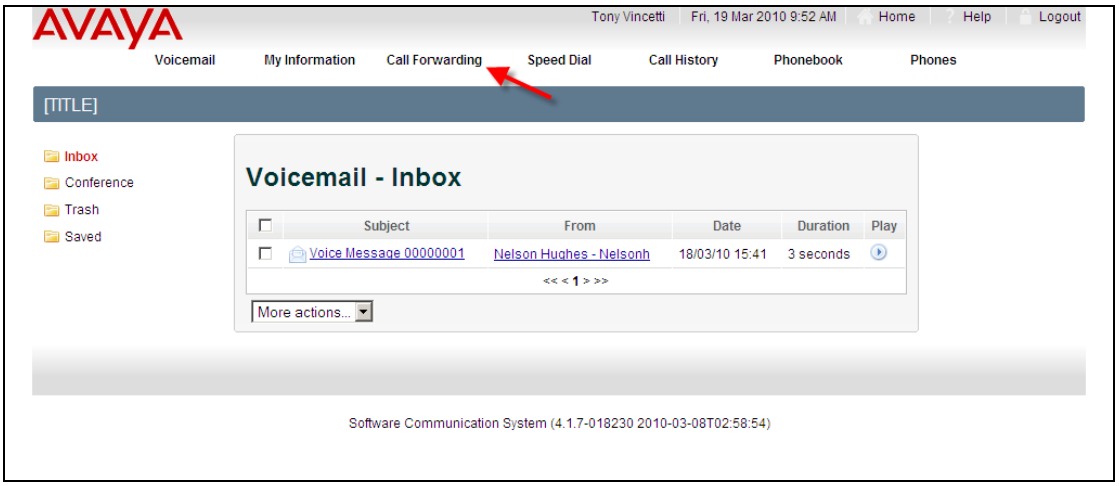
- Gmail – which does not support the searching of mail headers
- Lotus Notes – does not support the 'IDLE' capability
- Groupwise
- Cyrus versions 2.2.x and older

Setting the Ring Time duration in Call Forwarding

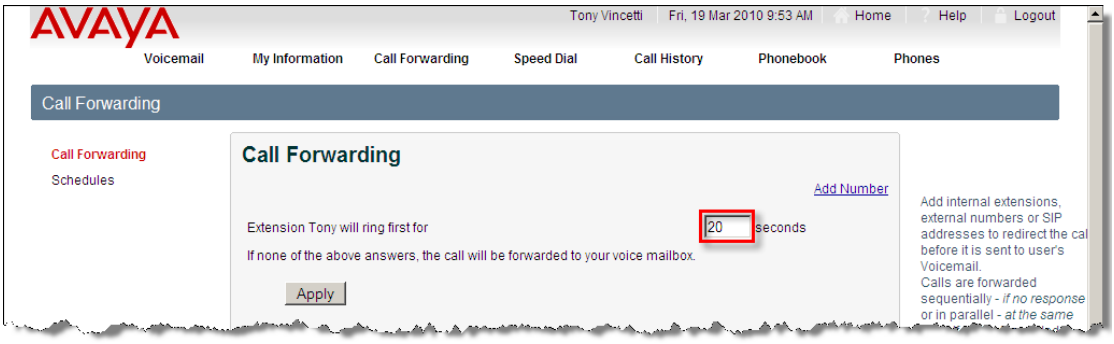
SCS 4.0 allows all users to set their ring duration on their phone(s), before a call is passed to either voicemail (default) or the next entry stipulated in the call forwarding plan.

Note: Times set in the user interface overwrite any settings made by the administrator, and vice versa.

1. Once logged into the user portal, click on the **Call Forwarding** option.

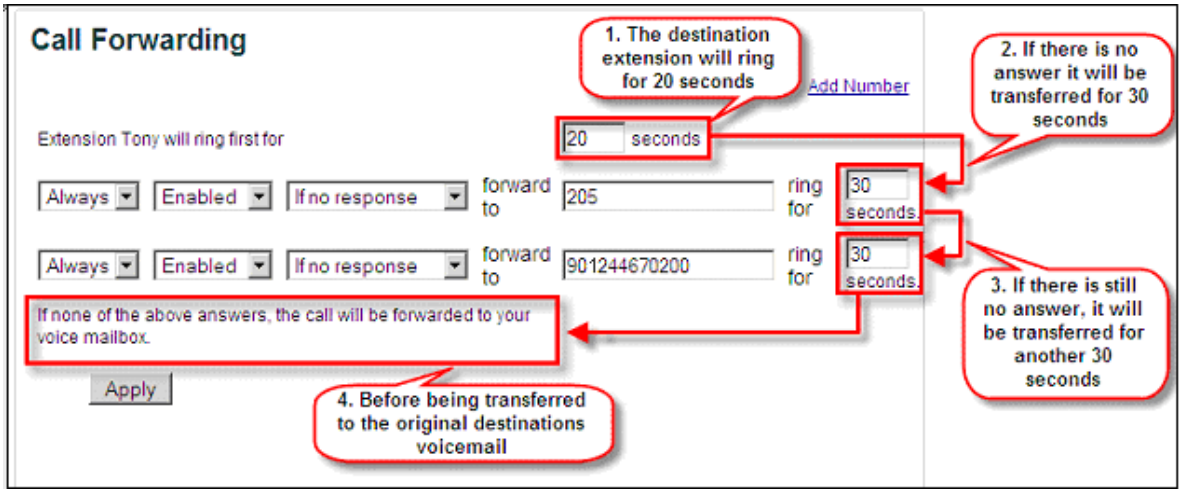


2. Enter the value (in seconds) that you would like the phone to ring before being transferred to voicemail. The default is 20 seconds.



3. Click the **Apply** button to save the setting.

Note: If you have a call forwarding plan in place, this is the duration the user's phone will ring before being transferred to the next forwarding entry (see below example).

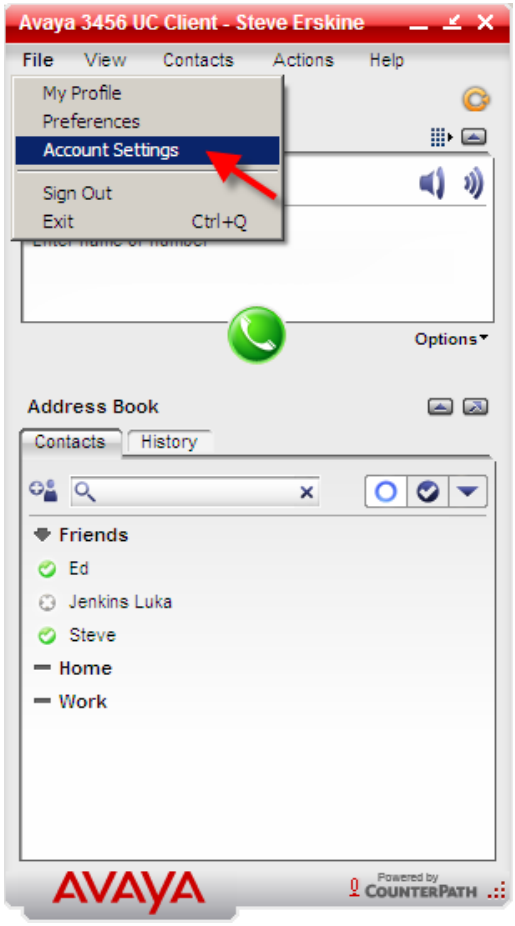


Note: The call forwarding plan will take priority over the Default Serial Fork setting, meaning that if your Default Serial Fork is set to 20 seconds, but the call forwarding plan totals 2 minutes, the Default Serial Fork is ignored.

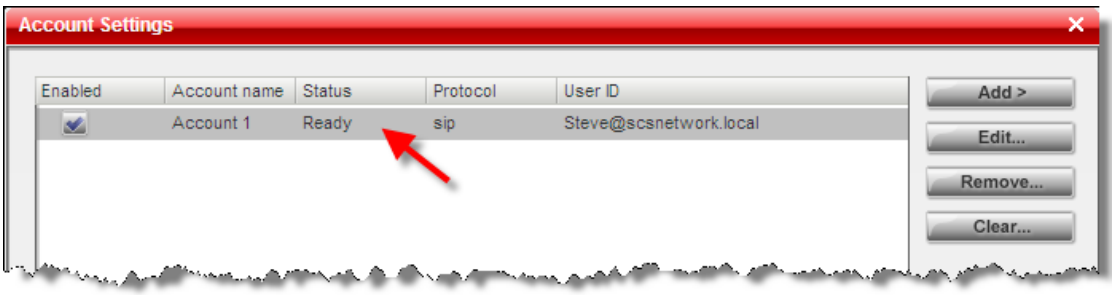
Voicemail settings on the Avaya 3456 Softphone

If you are using the Avaya 3456 Softphone, you must ensure that the local *'Send calls to voicemail if unanswered for xx seconds'* setting is disabled. This setting will (if enabled) override the Default Serial Fork setting and/or any Call Forwarding plan you may have configured.

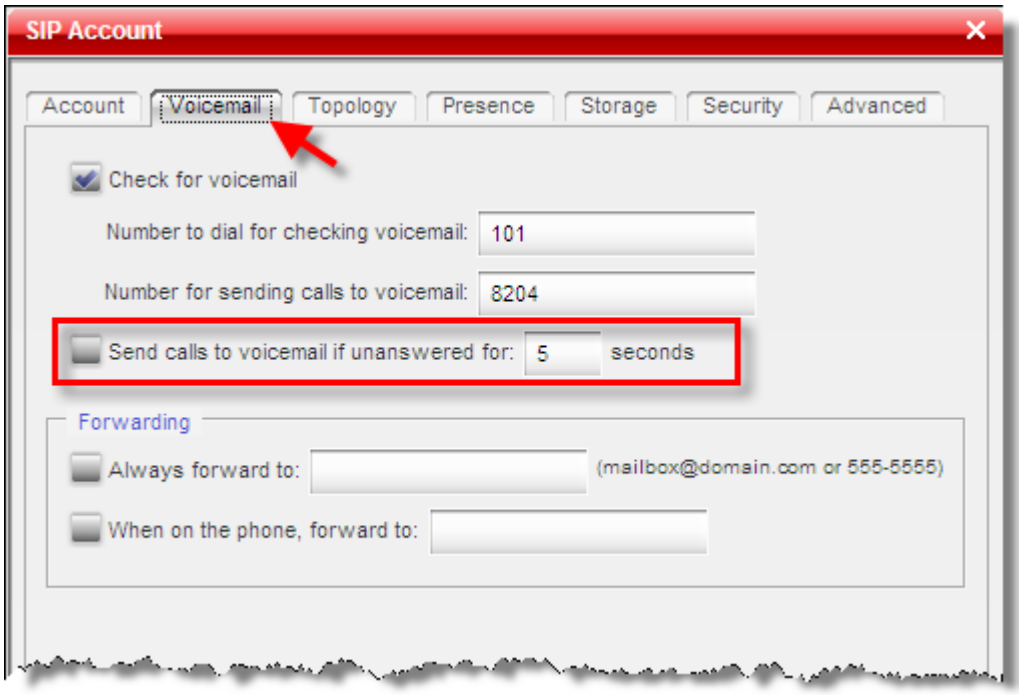
1. To access the setting, open the softphone and click on **File**, then **Account Settings**.



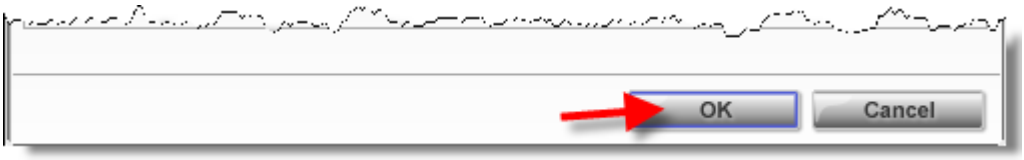
2. Double Click on the **account** you wish to change.



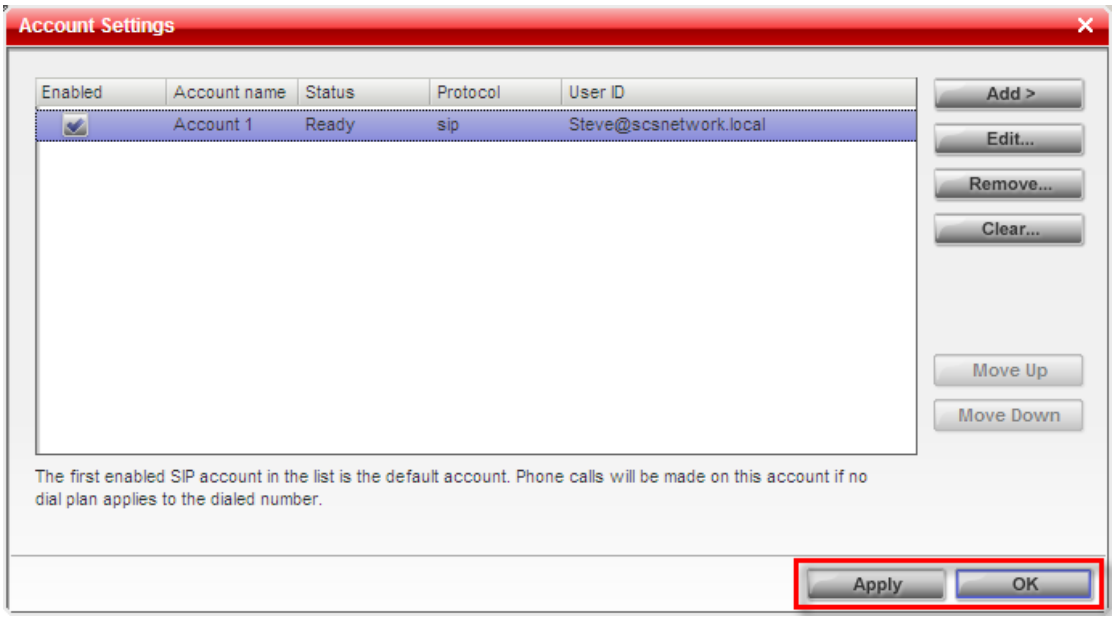
3. Click on the **Voicemail tab** and ensure that the Send Calls to Voicemail if unanswered for xx seconds setting is disabled (does not display a tick in the box).



4. Click the **OK** button.



5. Click the **Apply** button, followed by the **OK** button.

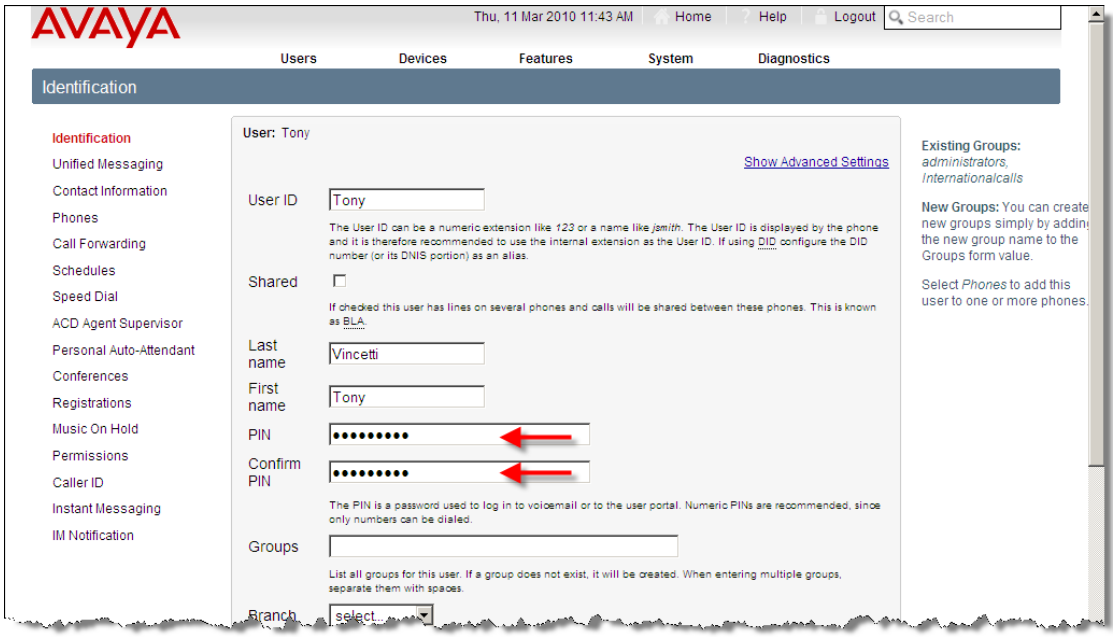


Setting Voicemail User PIN's

Whenever a user accesses the voicemail attendant, they will be asked for a PIN (Personal Identification Number). PINs are configured during user profile creation (see 'Configuring User Profiles'), but they can be changed at any time by the administrator or by individual users via the user portal. If permitted, users can also change their voicemail PIN by calling the voicemail attendant (you will need to enable the **Change PIN from IVR** in each user's permissions page).

Note: PINs are also used to by account holders to access the SCS user interface, for this reason you should enter the PIN as a numeric value.

1. Enter a PIN number in the **PIN** text box.
2. Enter the same PIN again in the **Confirm PIN** text box.
3. Click the **Apply** button.
4. Click the **OK** button.



Global Voicemail Settings

Global voicemail settings are controlled from within the Administrator portal and are accessed from a variety of menus. The purpose of the following sections is to acquaint you with the options available.

The following settings can be configured by the administrator:

- Voicemail extension number
- Inbox dialling prefix
- Voicemail expiration
- Voicemail type and host (whether your SCS will utilize its own default voicemail service or an external Microsoft Exchange Voicemail service).
- Hunt Group voicemail routing
- Default Serial Fork Expiration (the number of seconds each phone in a sequence will ring without an answer before the call is passed to the next alternative).

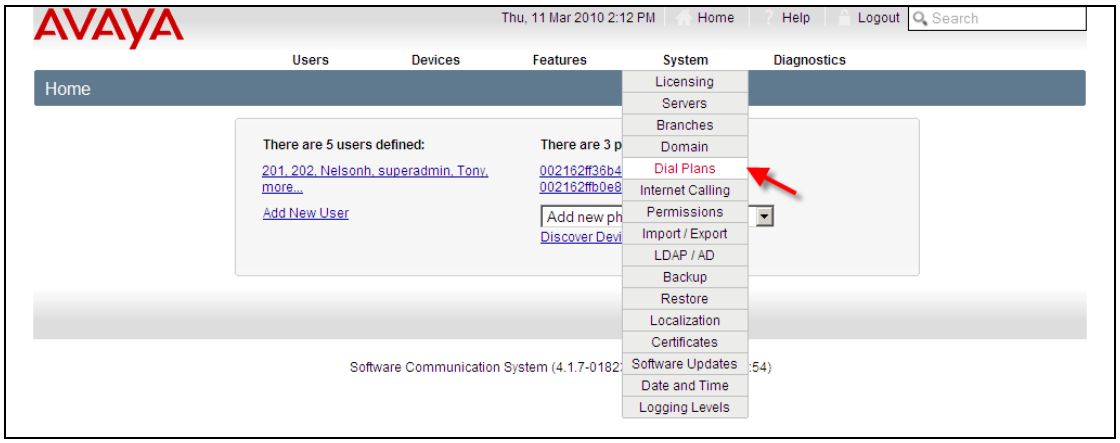
Voicemail Dial Plan

A number of global voicemail settings can be configured from within the voicemail dial plan utility:

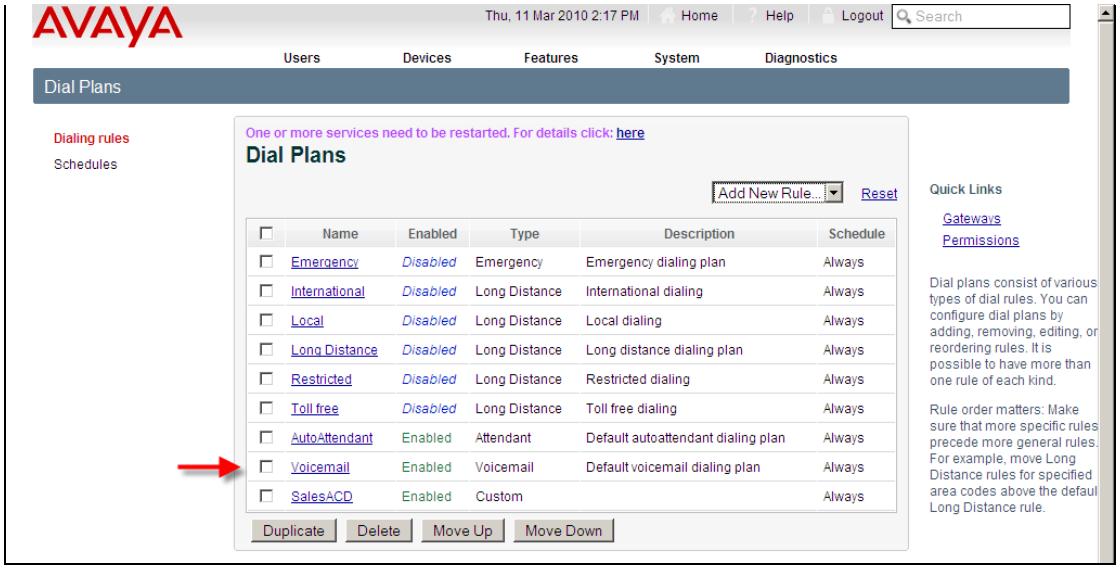
- Voicemail extension number
- Inbox dialling prefix
- Voicemail type
- Voicemail host

To access the voicemail dial plan:

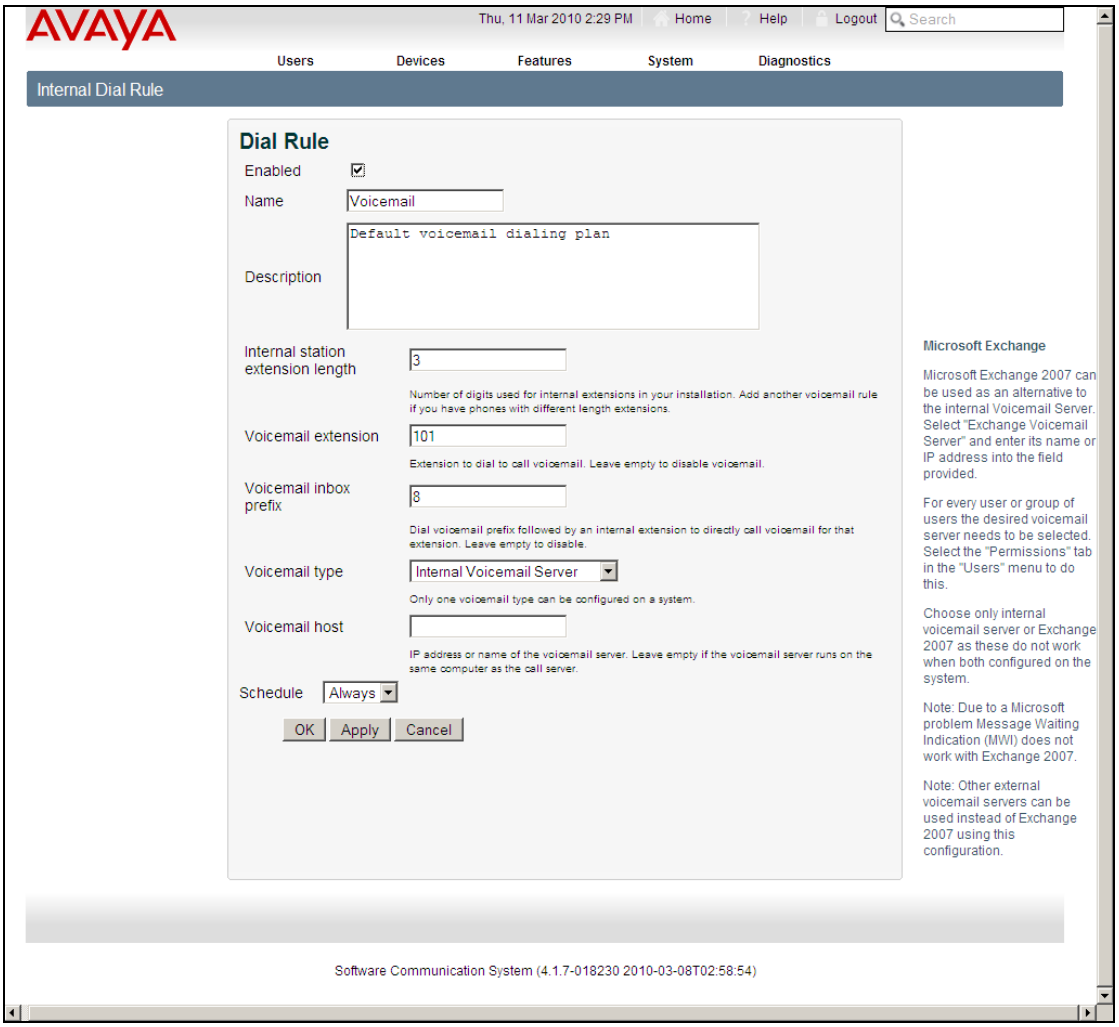
1. Open the **System** menu and select **Dial Plans**.



2. When the list of available plans is displayed, select **Voicemail**.



3. The *Voicemail Dial Plan* will be displayed.



Setting the Voicemail Extension Number

By default, users are able to access the voicemail attendant from their phone sets by dialling 101. The system administrator can chance the voicemail attendant extension (and the auto attendant extension) to anything they like by editing the dial plan.

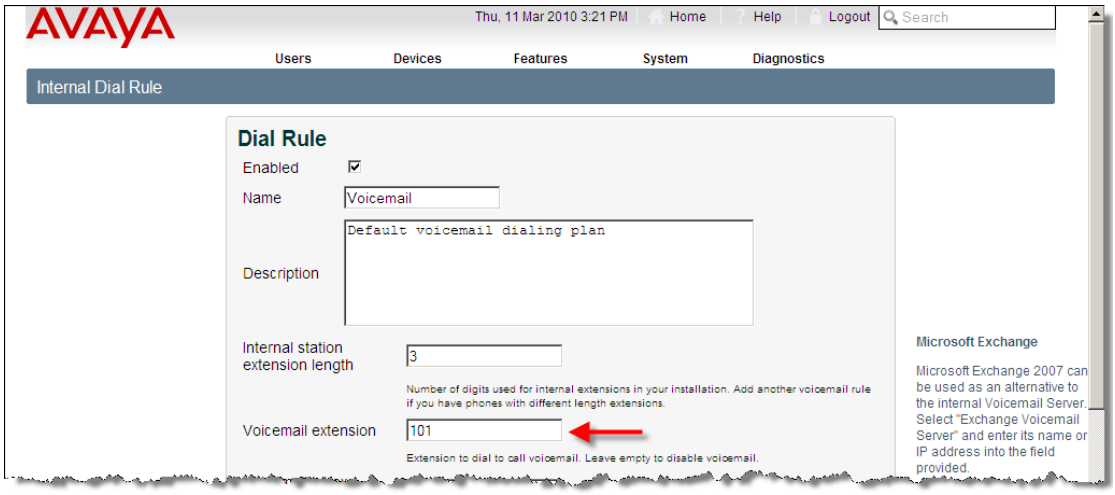
Note: Ensure that the new voicemail attendant extension does not conflict with the range of extensions available in the **Extension Pool**. Typically, extensions 100 and 101 are reserved for the auto attendant and the voicemail attendant respectively, user extensions therefore begin at 200 by default. The system administrator can change any of these extensions, but they should always keep user profile extension pools separate from the auto attendant and the voicemail attendant, see 'Configuring User Profiles' for more information.

To change the voicemail attendant extension:

Note: The following steps can also be used to change the auto attendant's exchange number.

1. Open the **Voicemail** dial plan, as detailed above.

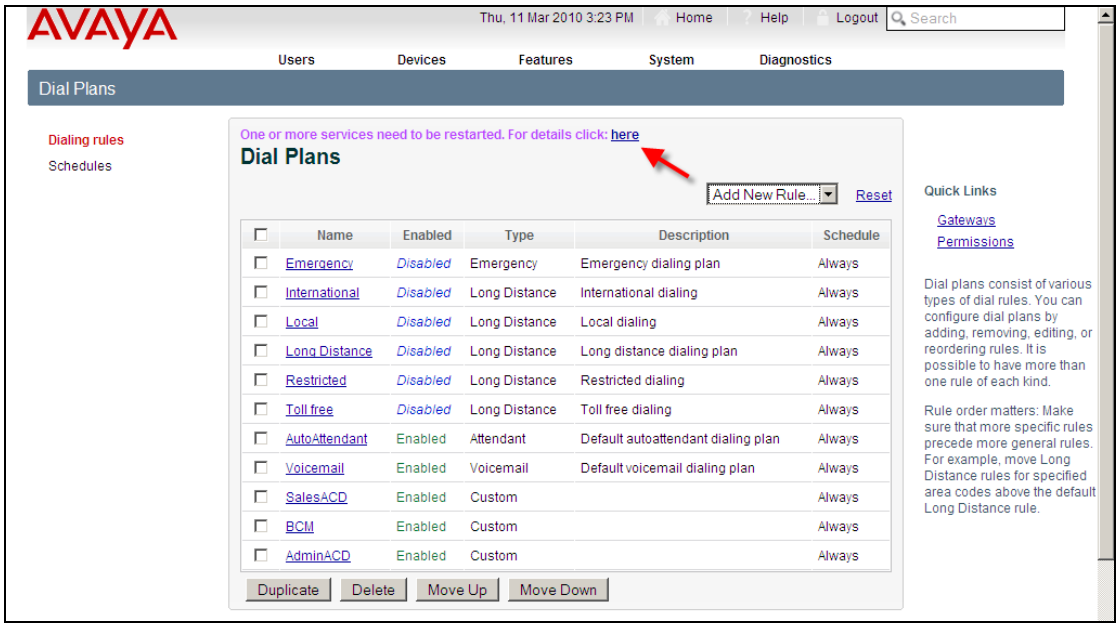
2. Enter the desired extension in the **Voicemail extension** text box.



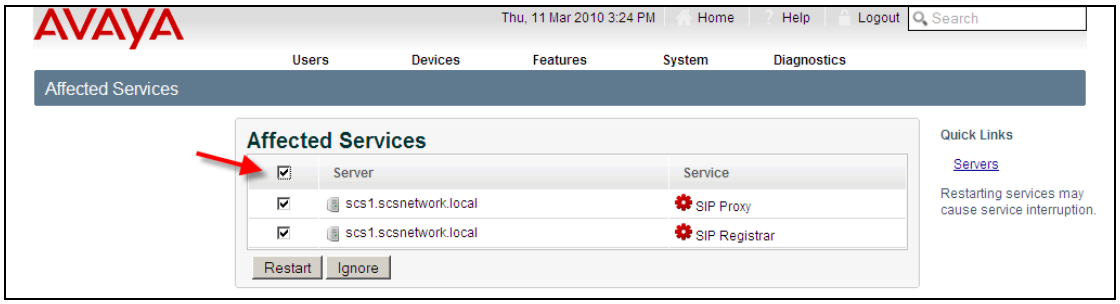
3. Click **Apply**.

4. If you are finished making changes to the dial plan, click the **OK** button to return to the list of plans.

5. When you have finished adjusting the **Voicemail** dial plan settings, the plan will need restarting. Click your browser's **Refresh** button to display the restart prompt, then click the **here** link.



6. When the **Affected Servers** screen is displayed, click the topmost check-box to select all services – these are the services that have been affected by the change you just initiated.



7. Click the **Restart** button to confirm service restart.

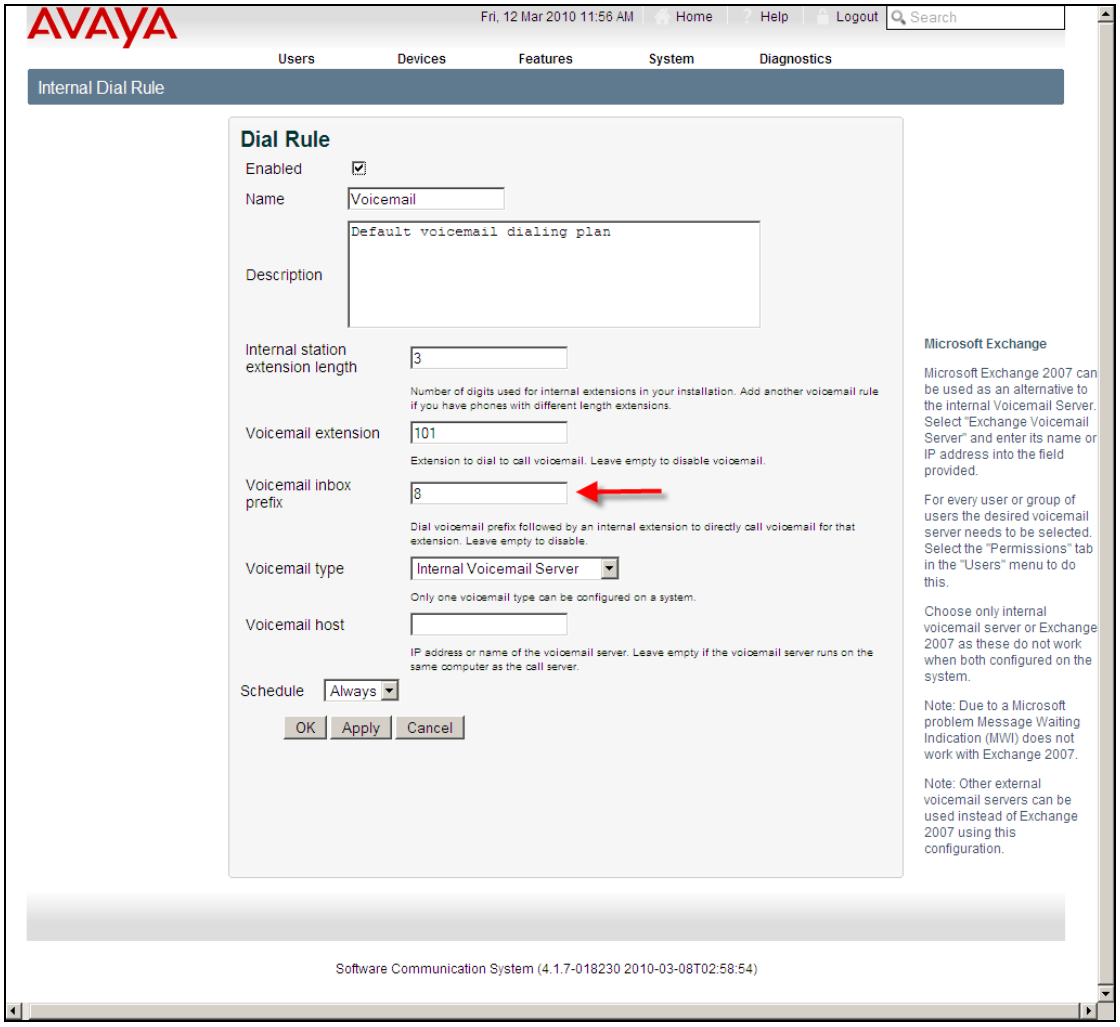
Note: Restarting the service will not interrupt any calls that are currently in progress. However, the SCS will not be able to initiate any new calls for a few seconds.

Configuring the Voicemail Prefix

Callers can place a call directly to another user's voicemail inbox by placing the 'Voicemail Prefix' before any internal extension, for example, 8205. The default voicemail prefix is '8'. Administrators can change the voicemail prefix from within the **Voicemail** dial plan:

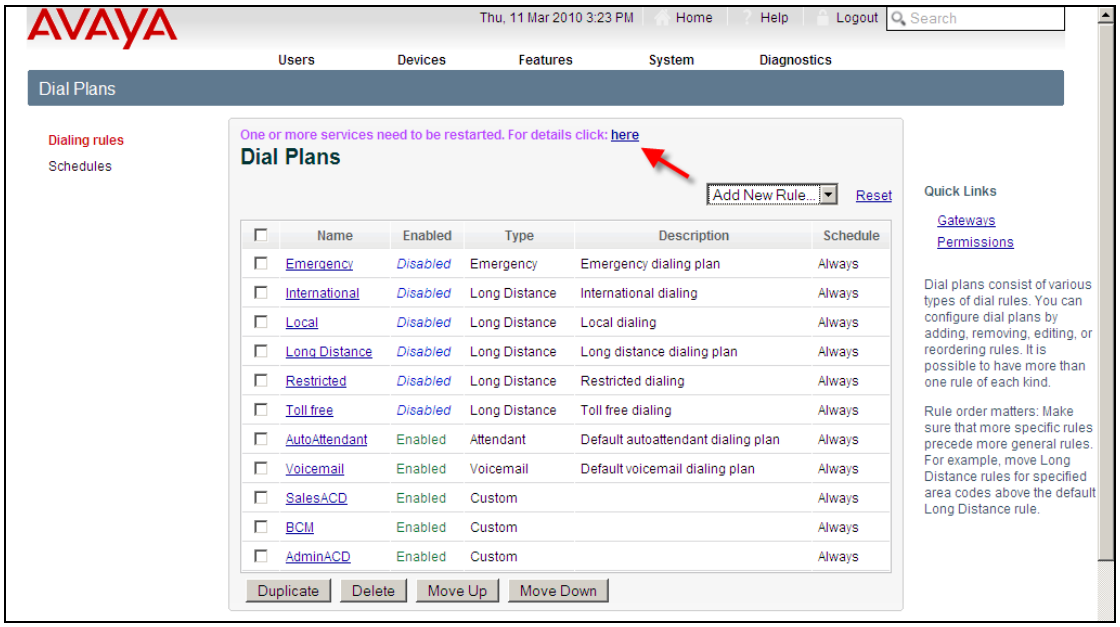
1. Open the **Voicemail** dial plan in the way described above.

2. Enter the desired voicemail prefix in the **Voicemail inbox prefix** text box.

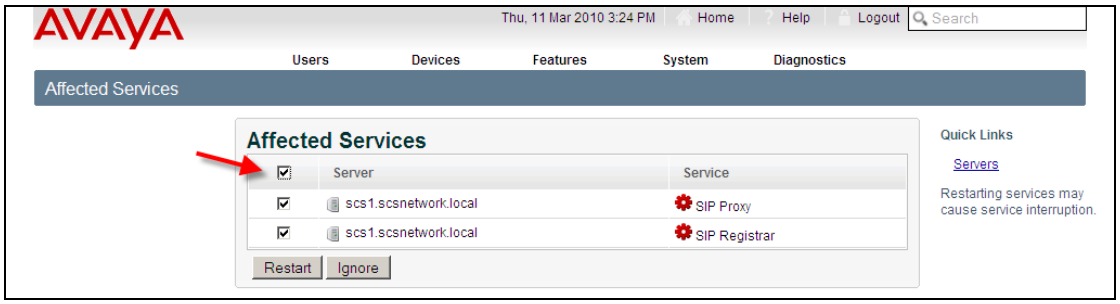


3. If you are finished making changes to the dial plan, click the **OK** button to return to the dial plan list.

4. When you have finished adjusting the **Voicemail** dial plan settings, the plan will need restarting. Click your browser's **Refresh** button to display the restart prompt, then click the **here** link.



5. When the **Affected Servers** screen is displayed, click the topmost check-box to select all services – these are the services that have been affected by the change you just initiated.



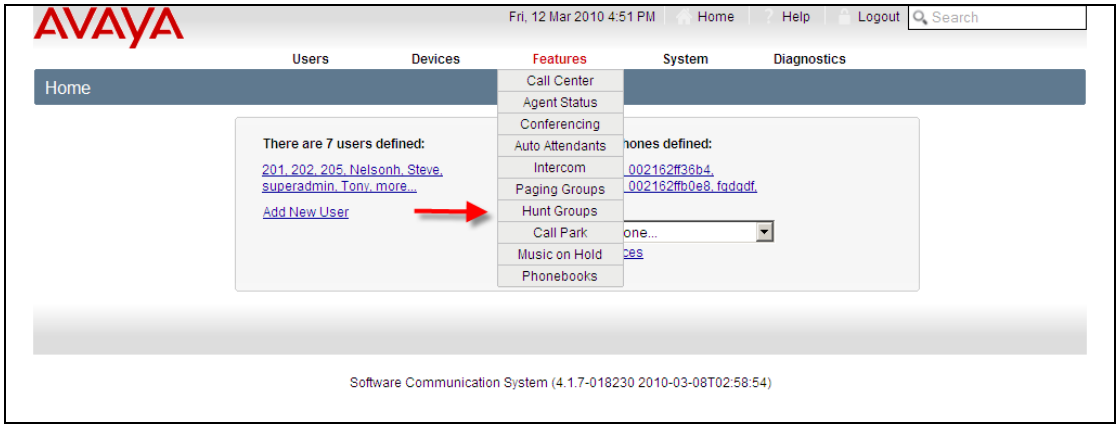
6. Click the **Restart** button to confirm service restart.

Note: Restarting the service will not interrupt any calls that are currently in progress. However, the SCS will not be able to initiate any new calls for a few seconds.

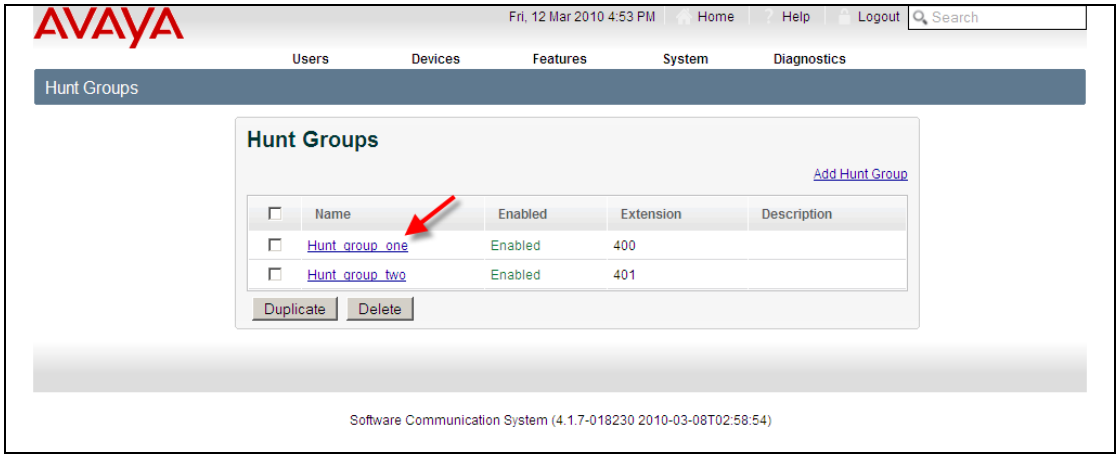
Enabling Voicemail within a Hunt Group

A **Hunt Group** can be configured to route calls to the voicemail of the last extension in the group if a call is not answered. To enable this function:

1. Open the **Features** menu and select **Hunt Groups**.

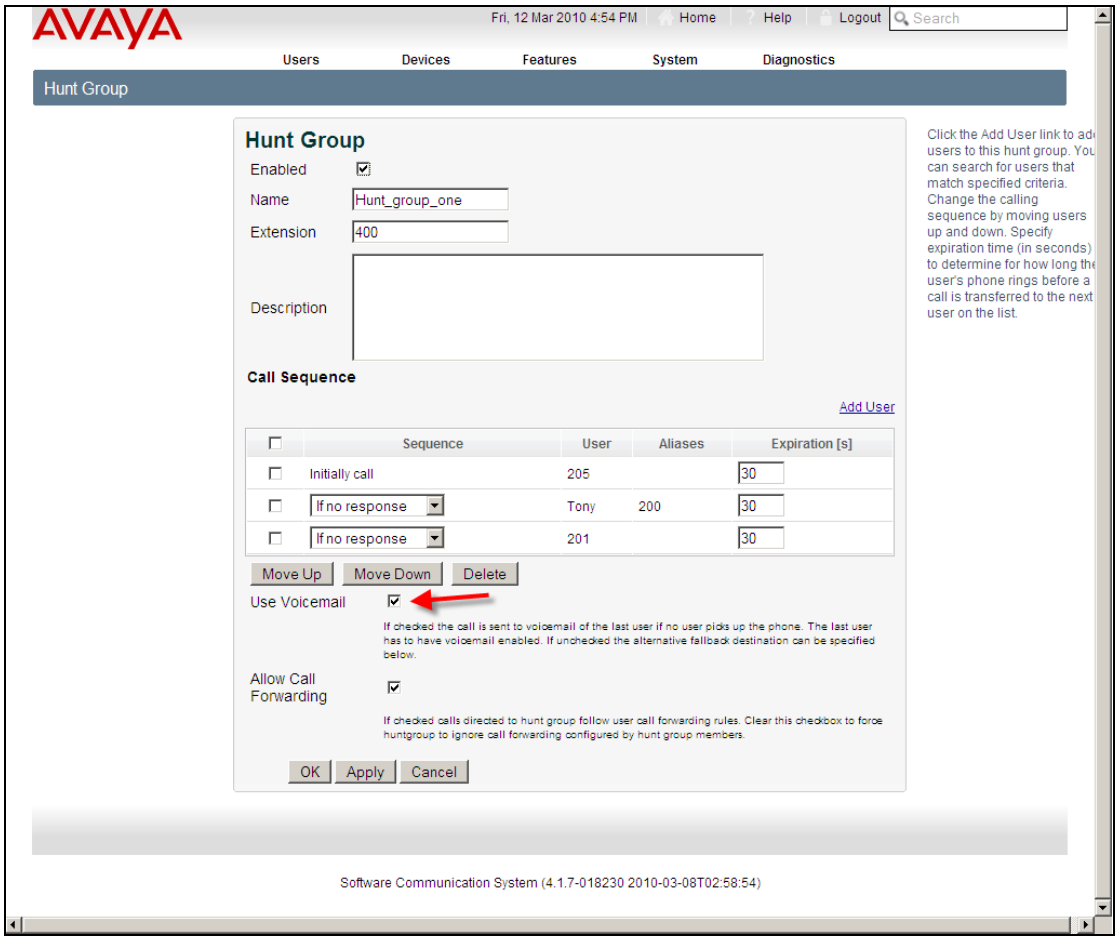


2. Select a hunt group.



3. The **Use Voicemail** check-box is ticked by default. This instructs the hunt group to forward calls to the voicemail inbox of the last member of the hunt group in the event that they are not answered. This option is enabled by default, if you would like to disable it simply uncheck the box.

Note: For voicemail diverting to function, the last extension in the hunt group must be voicemail **enabled**.

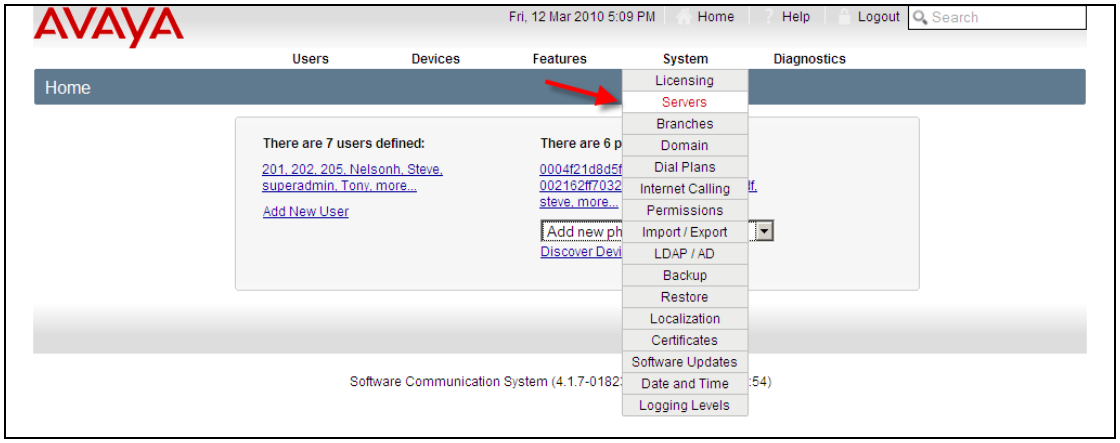


For a more detailed analysis of Hunt Groups, please see the ‘Hunt Group Setup and Operation’ guide.

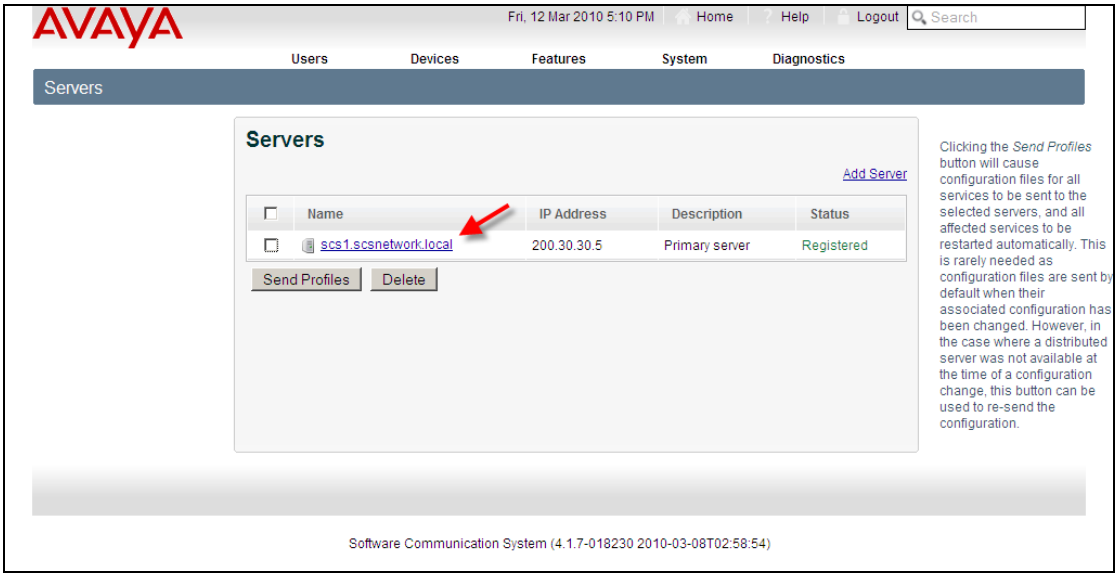
Setting Voicemail Expiration

The administrator can configure the number of days that user-deleted messages are kept on the system. By default, this option is set to 7 days.

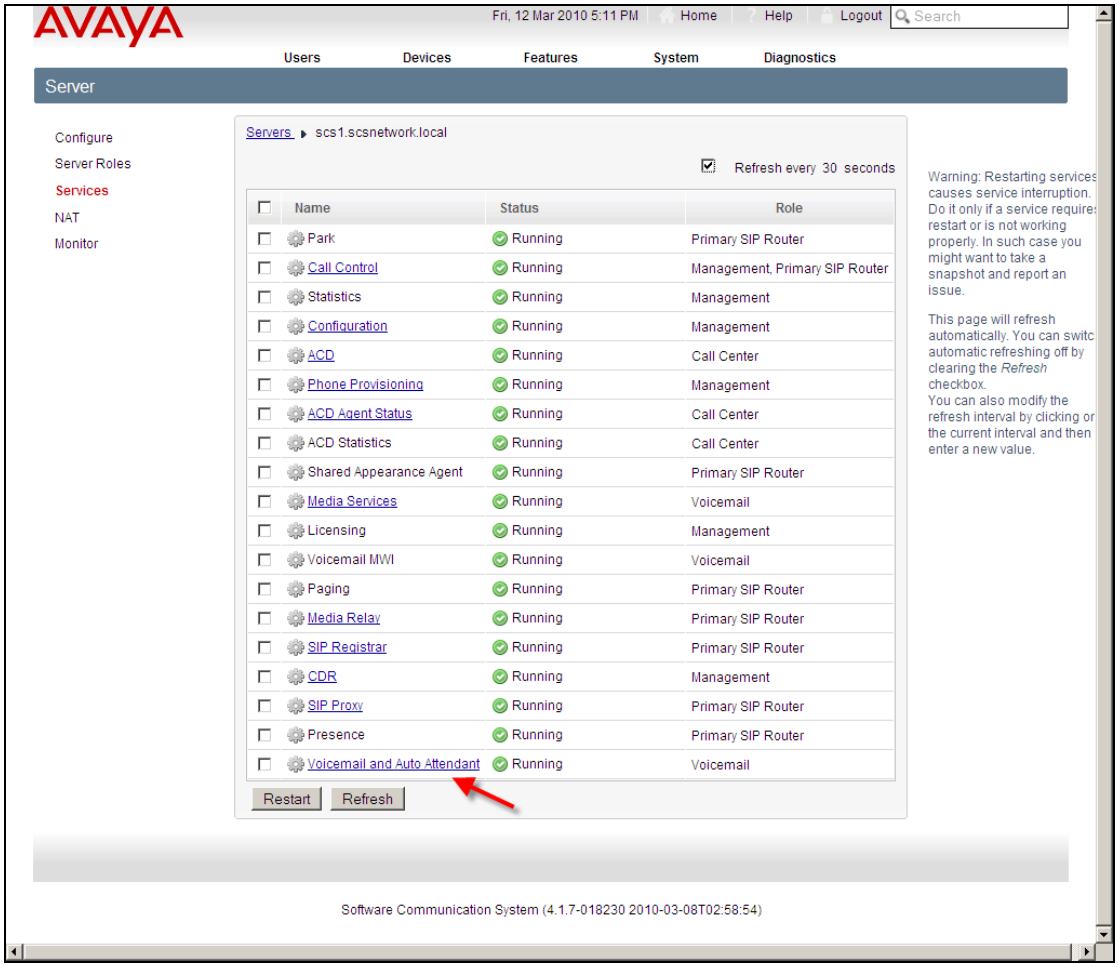
1. Place the mouse pointer over the **System** menu and select **Servers**.



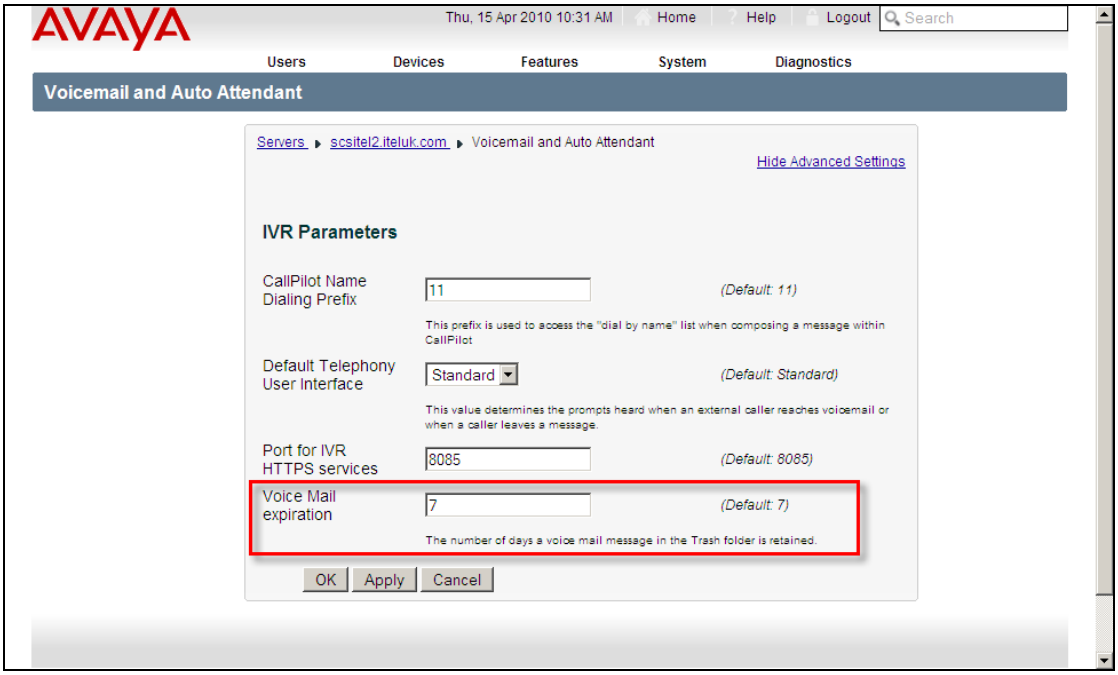
2. Select the server that runs the Voicemail service – in single server scenarios you will only see one server on this screen.



3. A list of services currently running on the selected server is displayed. Click on the **Voicemail and Auto Attendant** link.

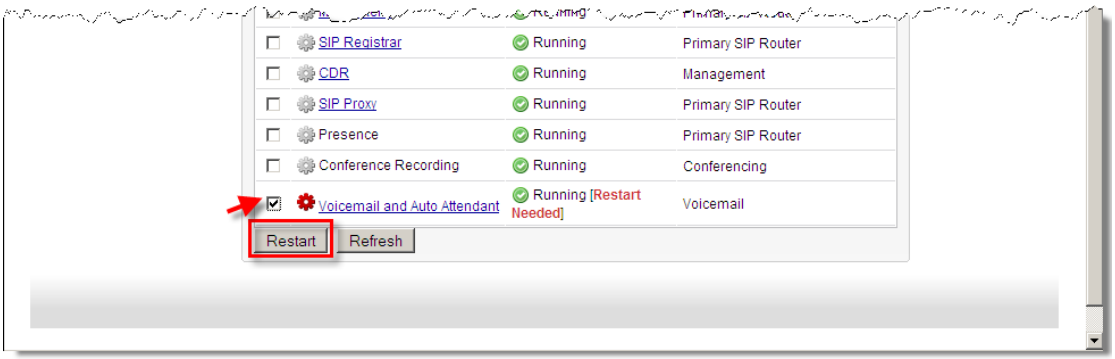


4. Click the **Show Advanced Settings** option. You can now set the voicemail expiration value



5. Click the **Apply** button, followed by the **OK** button.

6. Because you have made changes to the service it will require restarting before the changes take effect. Tick the **Voicemail and Auto Attendant** check-box and then click the **Restart** button.



Note: Restarting the service will not interrupt any calls that are currently in progress. However the SCS will not be able to initiate any new calls for a few seconds.

Voicemail and Call Forwarding

When a call forwarding plan is configured and initiated, any calls received by the user are automatically transferred to a list of alternative internal extensions or external numbers, either all at the same time or one at a time in sequence. In the event that a call remains unanswered after being passed to each alternative destination, it is passed to the target user's voicemail account (if voicemail has been activated). For more information on configuring call forwarding plans, see the 'SCS 4.0 End User' guide.

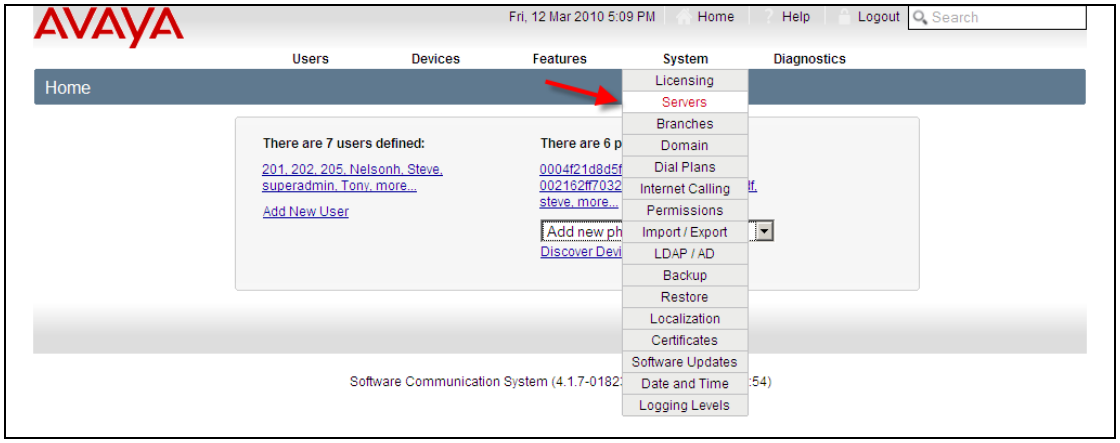
Default Serial Fork Expiration

The default serial fork expiration value determines the number of seconds each destination in a sequence is allowed to ring without being answered before the next alternative, or hop, is tried. In the case of a single user, the next alternative would be their voicemail inbox.

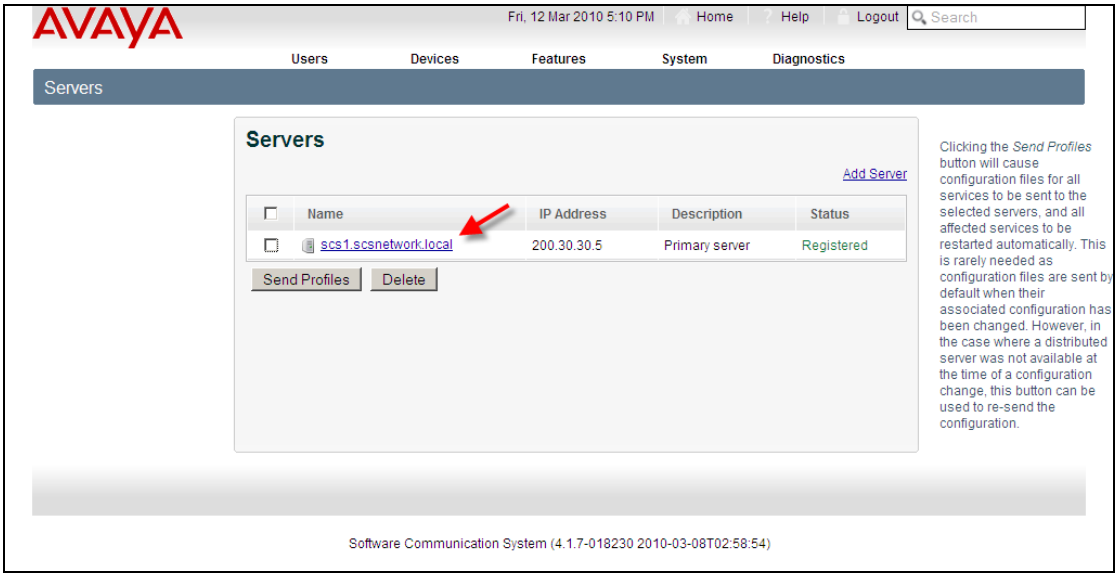
Note: In circumstances where multiple hunt groups exist in a sequence of possible destinations each group is treated as 1 'hop' and the SCS will only wait for an answer for the time stated in the Default Serial Fork. In other words, even if each phone in a hunt group is configured to ring for 30 seconds, the SCS will only wait at the hunt group for 20 seconds total if that is what is set down in the Default Serial Fork, thereby ignoring the '30 seconds per phone' rule prescribed by the hunt group.

To set the default serial fork expiration:

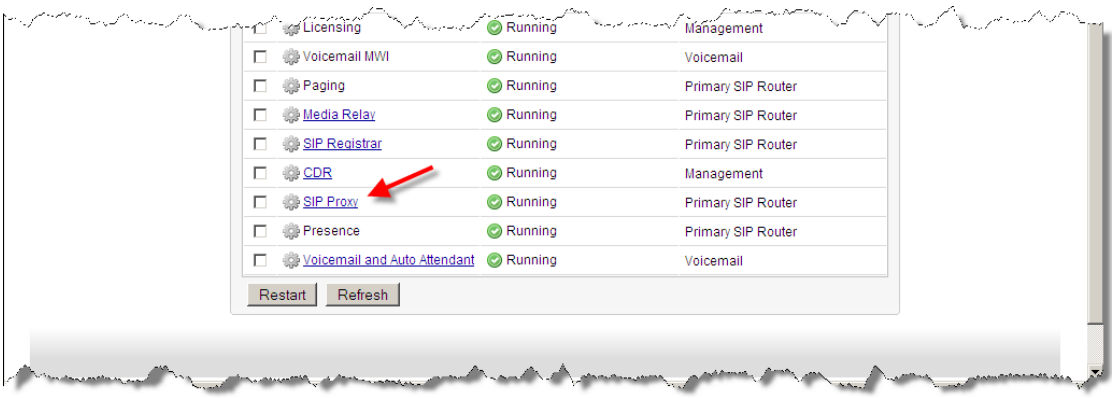
1. Place the mouse pointer over the **System** menu and select **Servers**.



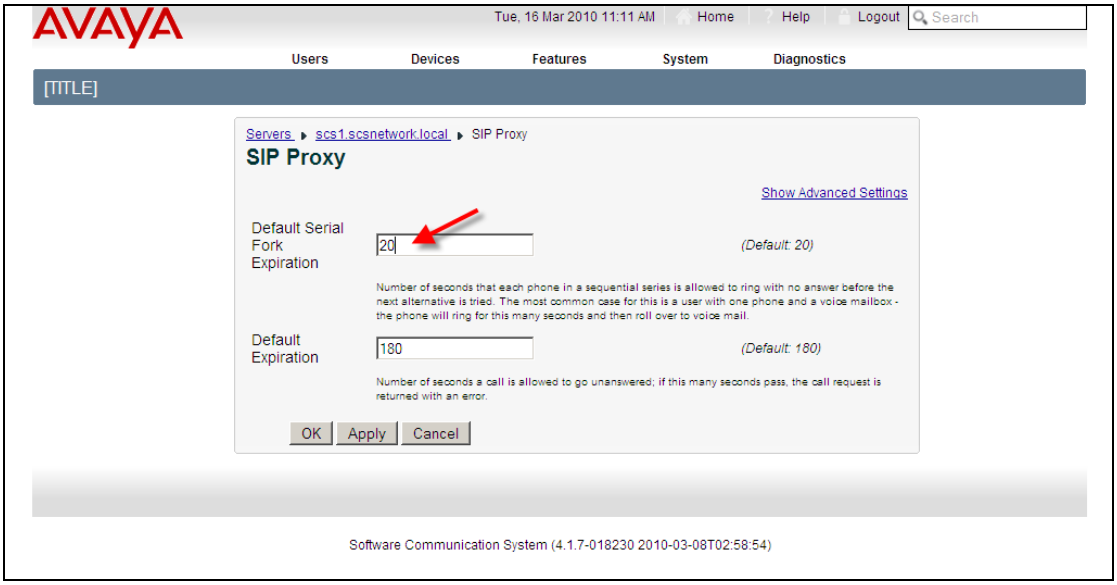
2. Select the server that runs the Voicemail service – in single server scenarios you will only see one server on this screen.



3. A list of services currently running on the selected server is displayed. Click on the **SIP Proxy** link.

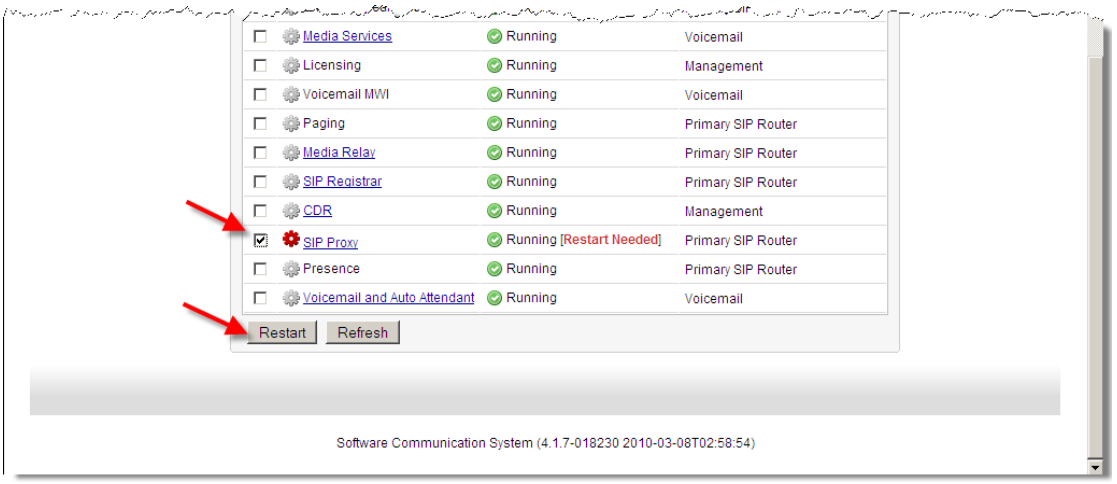


4. Enter the preferred value for the **Default Serial Fork Expiration**. The default setting is 20 seconds.



5. Click the **Apply** button, followed by **OK**.

6. Because you have made changes to the service it will require restarting before the changes take effect. Tick the **SIP Proxy** check-box and then click the **Restart** button.



Note: Restarting the service will not interrupt any calls that are currently in progress. However, the SCS will not be able to initiate any new calls for a few seconds.

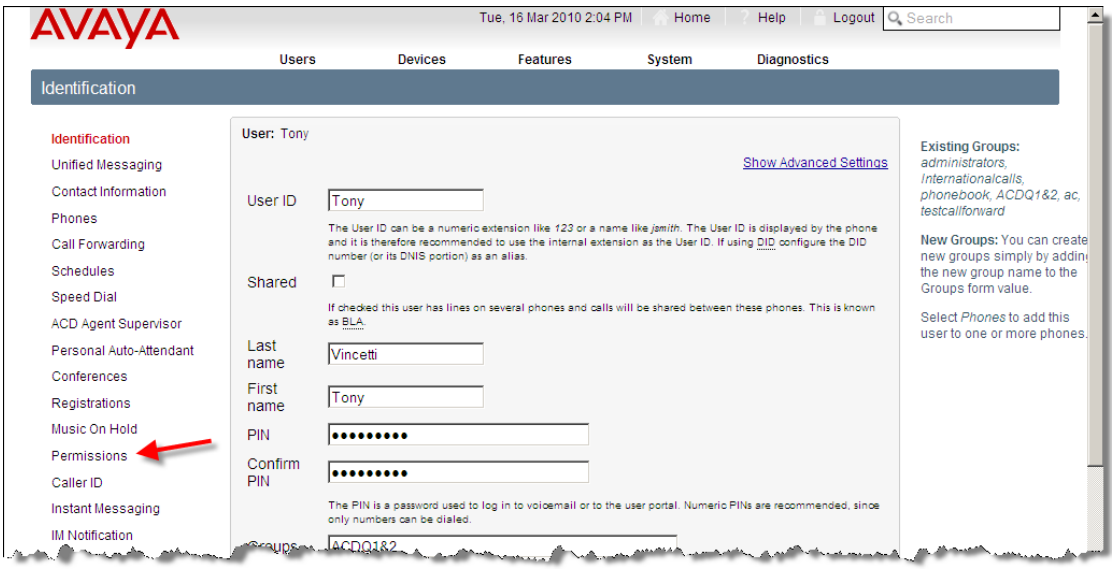
Enabling/Disabling User Voicemail

When user accounts are created on the SCS, voicemail is automatically enabled. However, in the event that this setting has been disabled and you need to enable it, or if you would like to disable it, you can access the voicemail permission in the following way:

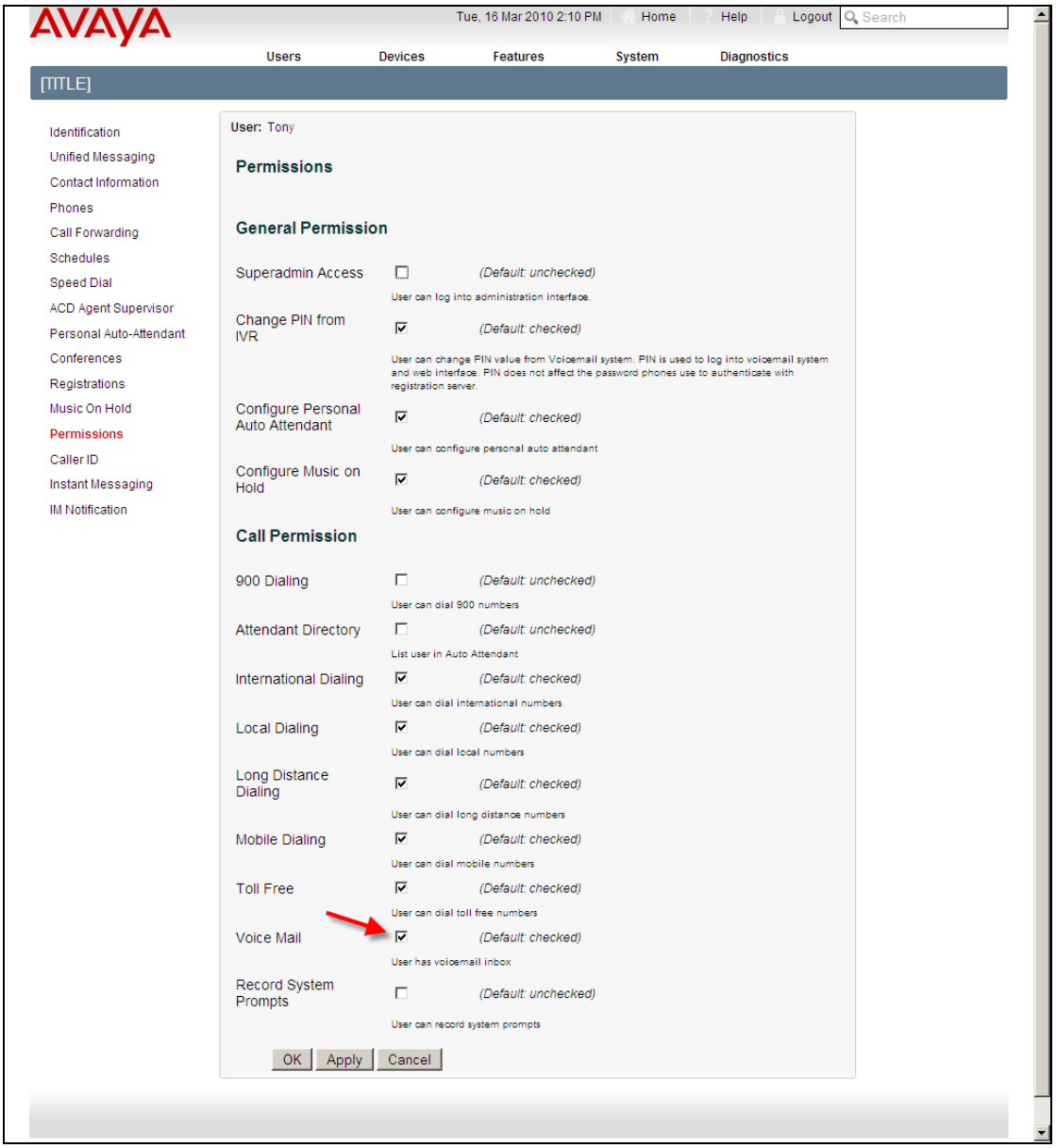
1. Open the **Users** menu and select **Users**.

2. Select a user.

3. Select the **Permissions** link, located on the left-hand side of the screen.



4. At the bottom of the **Call Permission** section of the screen there is a **Voicemail** check-box. To enable voicemail for the user, tick the check-box. To disable voicemail, remove the tick from the check-box.



5. Click the **Apply** button.

6. Click the **OK** button.

Subscribing to Voicemail RSS Feeds

SCS 4.0 allows users the option of adding an RSS (Rich Site Summary) feed of their Voicemail Inbox to their web browser. This will display summary details of any received Voicemails, allowing the user to listen to messages without having to navigate and log into the SCS user interface.

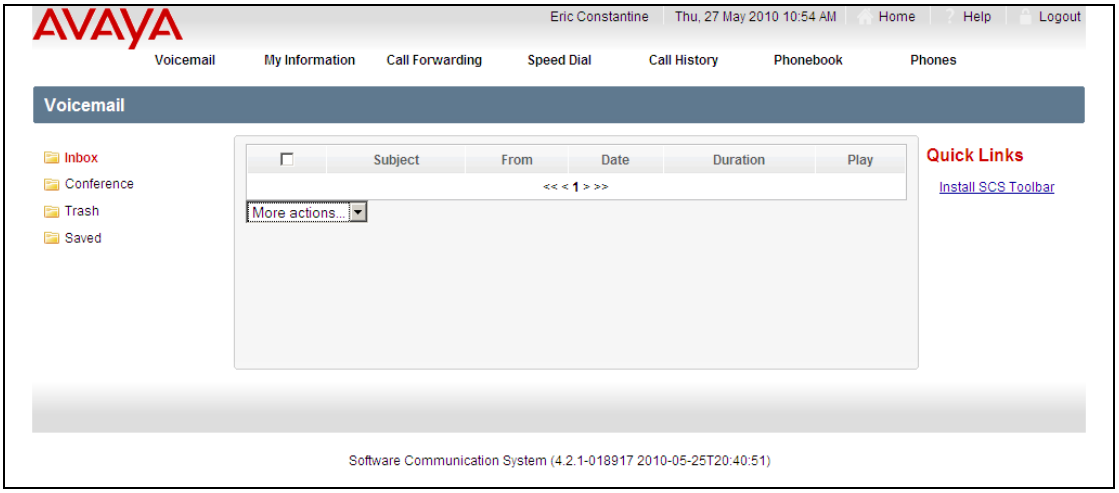
RSS feeds are refreshed automatically through your browser; any new Voicemail messages will then be displayed in the feeds drop down menu.

Note: To use this feature you must be running Mozilla Firefox or Internet Explorer 7.0 or above.

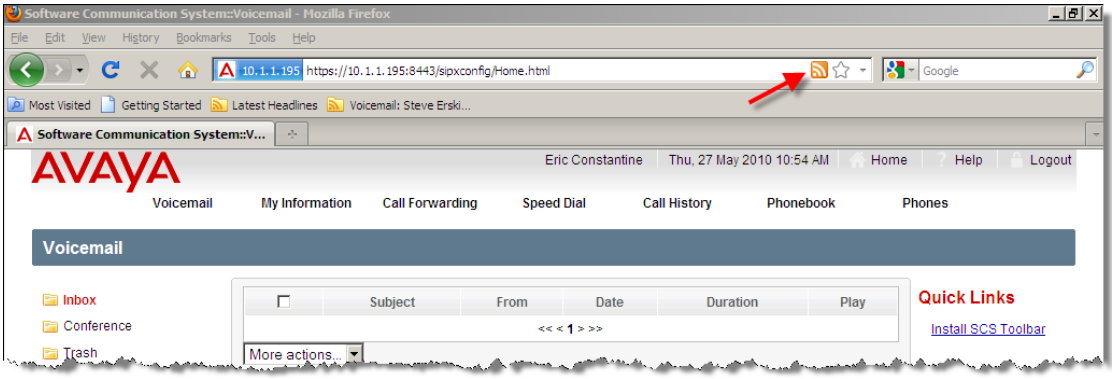
Adding a Voicemail feed to Mozilla Firefox

In this example we will demonstrate the RSS subscription process using the Firefox browser. Internet Explorer has a similar procedure; however this will not be covered in this guide.

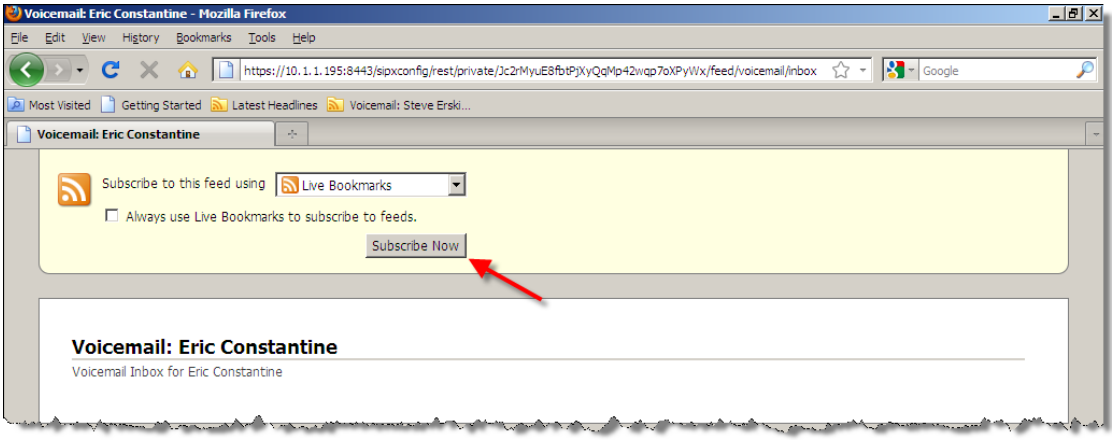
1. To add the RSS feed to Mozilla Firefox, log into the SCS user interface. The Voicemail inbox will be displayed.



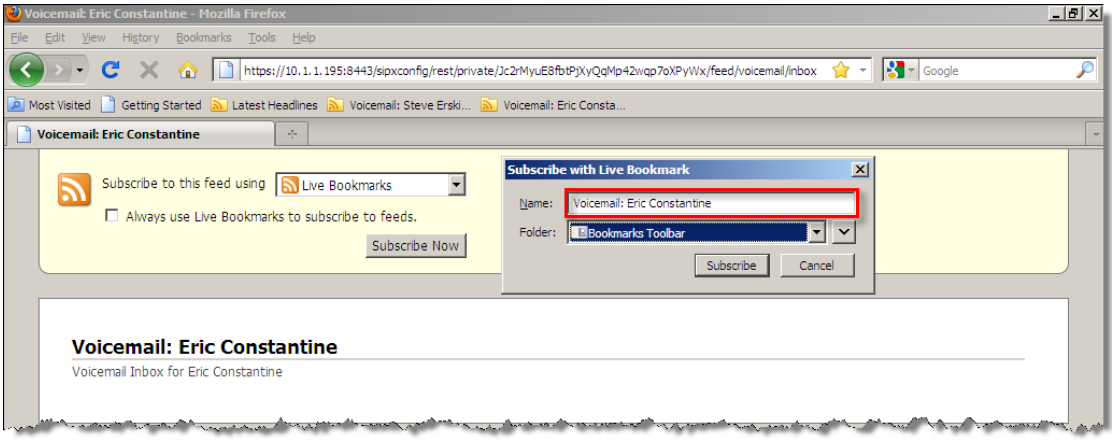
2. Next, click on the RSS **Subscribe to this page** icon, located in the address bar.



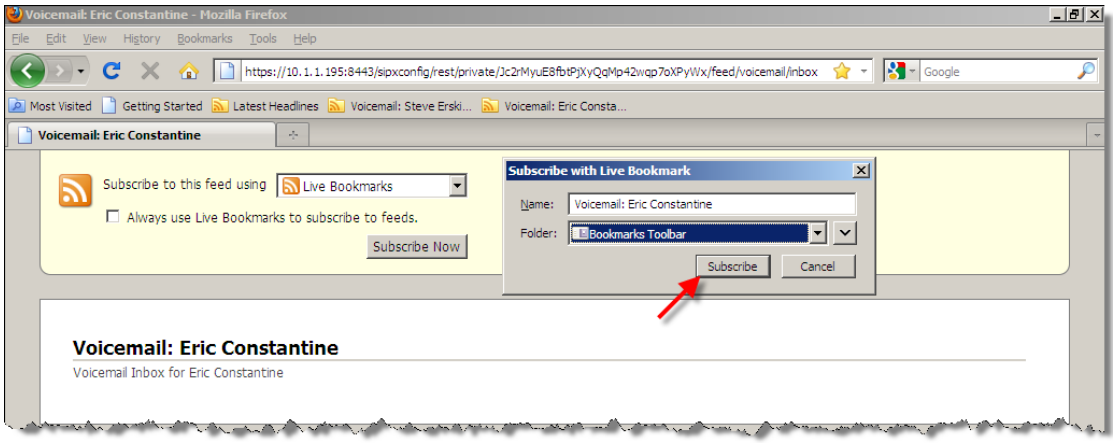
3. Click on the **Subscribe Now** button.



4. You can name the feed, and select a location if required.

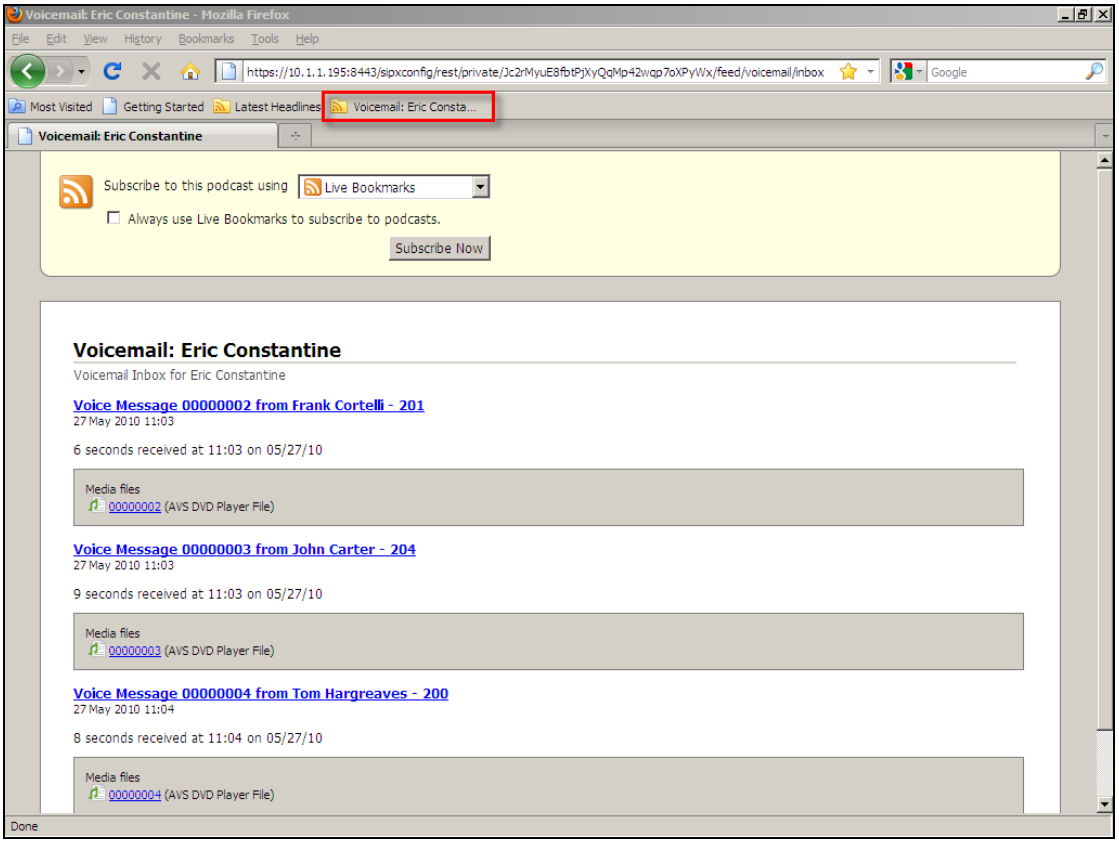


5. Once finished, click on the **Subscribe** button.



6. The RSS feed will now be added to the browser.

7. To access the feed simply click on **the link**, from the drop down menu you can select message entries to listen to, or view the entire Voicemail inbox.

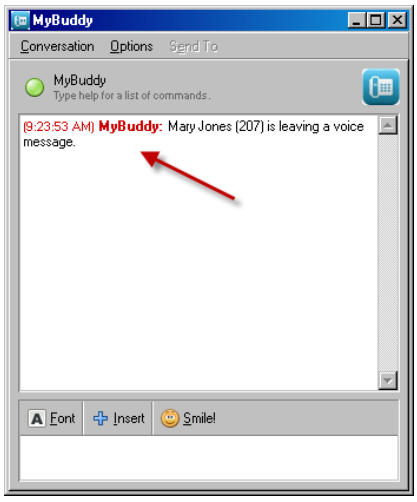


MyBuddy Voicemail Notification

MyBuddy is a notification and command interface that can be used in conjunction with any XMPP messaging client. It can be added to your contact list like any other contact (or Buddy) and like any other contact it can send and receive messages to and from your IM (instant messaging) account.

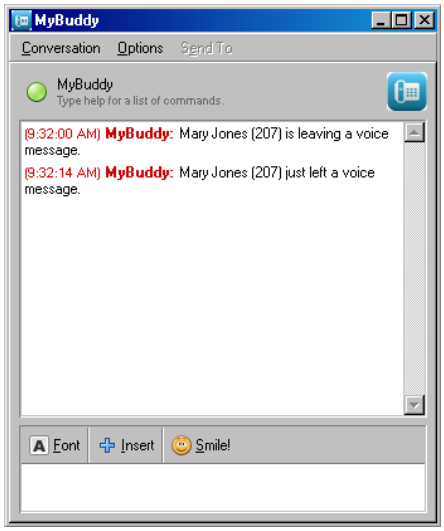
MyBuddy will notify you if a voicemail is being left, offering you the ability to: listen to the message as it is left, or you can intercept the caller and pick up the call.

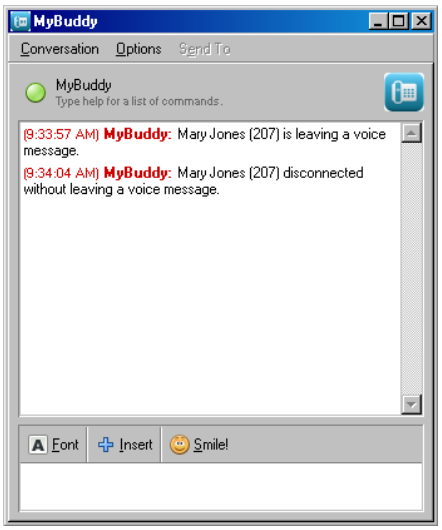
When a caller begins leaving a voicemail, MyBuddy will alert you via your IM client.



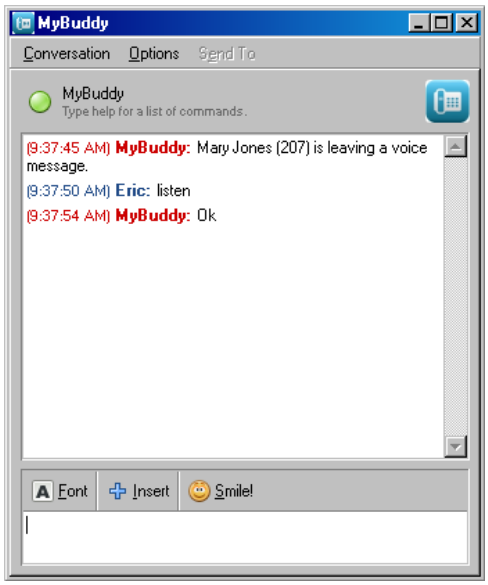
You can choose to:

1. Not respond, in which case when the caller finishes leaving the message, or hangs up without leaving a message, MyBuddy will inform you.

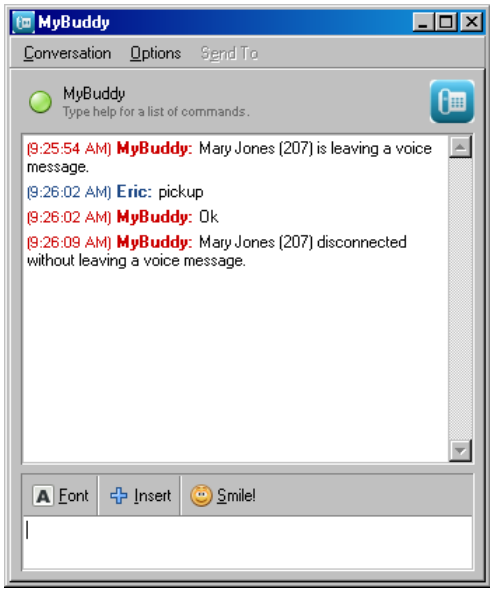




2. **Listen** to the message as it is left. Simply type *listen* and press **Enter** as a response to MyBuddy's notification. When your phone rings, answer the call to listen to the message as it is left.



3. In the last option, you can elect to break in and **pickup** the call while the caller is leaving the message. This effectively stops the message being left and initiates a normal call between both parties. Type *pickup* and press **Enter** in response to MyBuddy's notification. Your phone will ring. Answer the call to be transferred to a call between you and the caller.



Note: for more information on MyBuddy, please refer to the *Instant Messaging Client Setup and Operation Guide*.

Integrating the SCS with Exchange Server 2007 Unified Messaging (UM) Voicemail

Note: The following instructions assume that you have installed and configured the Microsoft Exchange Server 2007 Unified Messenger Role.

The SCS supports two types of voicemail service: the standard SCS Internal voicemail service that acts as the default voicemail service, and Microsoft's Exchange Server 2007 Unified Messaging (UM) Voicemail, which operates from a dedicated Microsoft Exchange server.

Note: Administrators should only configure *one* voicemail service on the SCS.

Successful integration of the SCS and Exchange servers is dependent on the following conditions being met:

- Any user accounts on the SCS that will utilize the Exchange server's voicemail service must have voicemail permissions set to **Microsoft Exchange UM Voicemail Server**.

- The current voicemail dial plan must be reconfigured to support the external server.

- User account data – user IDs, for example - on the SCS must be synchronized with those on the Exchange server and vice versa. For example, SCS user 203@scs.domain.com will require an account on the Exchange server that voicemail traffic can be directed to. This not only means that user extensions/lines have to match their counterpart Exchange extensions/lines, but also the extension number conventions must also match: if the SCS utilizes extension pool 100-199 for auto attendants and pool 200-400 for user extensions, then the same scheme must be in place on the Exchange server – Exchange user accounts are issued extension numbers once Unified Messaging is enabled.

Note: For information on setting SCS extension pools, see the 'Configuring User Profiles' guide. For help on setting the voicemail extension, see 'Setting the Voicemail Extension Number', earlier in this guide.

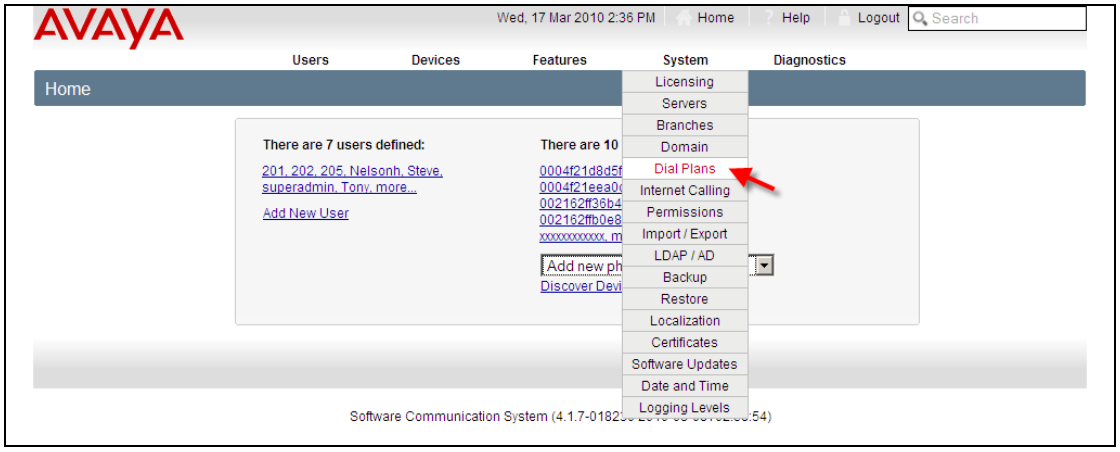
Configuring Exchange 2007 UM Voicemail Access

The SCS can be configured to direct voicemail data for **all** users to the Exchange server. The following sections will guide you though the preparatory steps necessary for the successful integration of the SCS and the Exchange server.

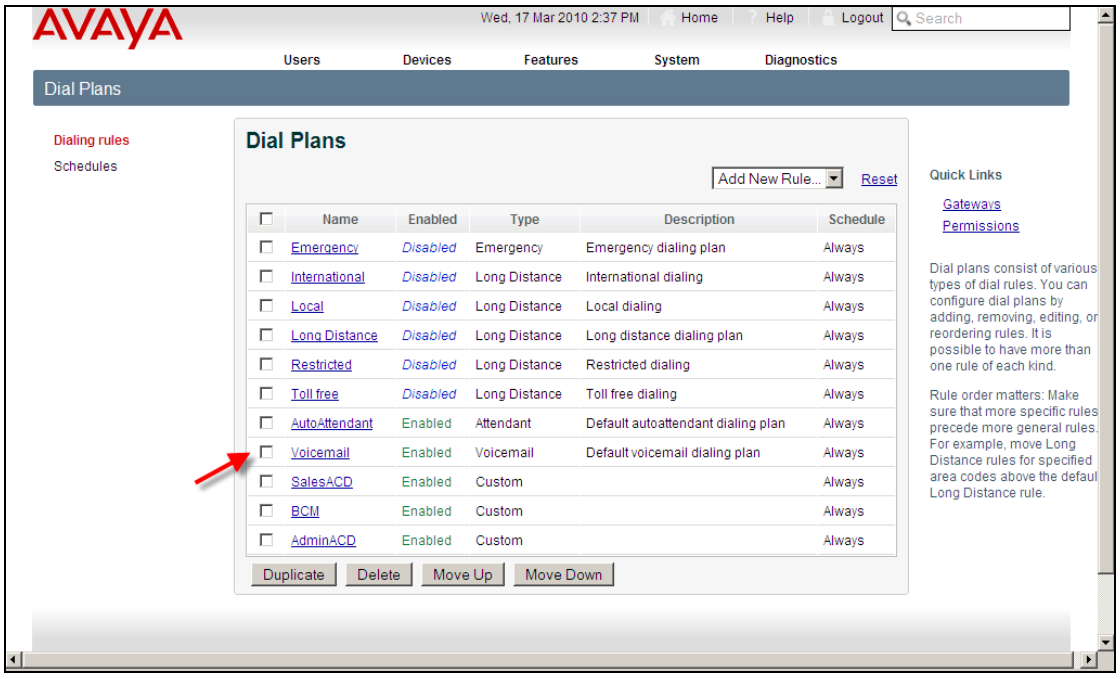
Configuring the Voicemail Dial Plan

Configure the Voicemail dial plan to direct voicemail messages to the Exchange server, rather than the default internal mail service and provide users with a voicemail access extension number.

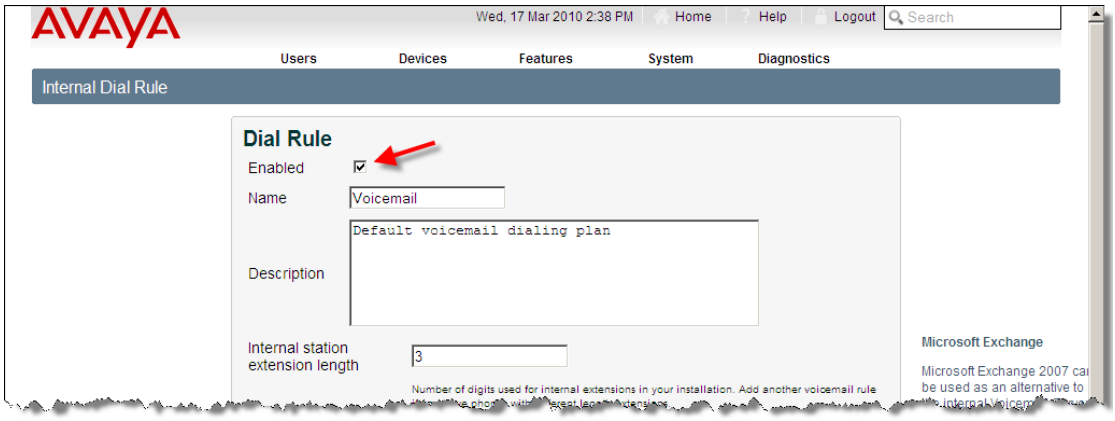
1. Place the mouse pointer over the **System** menu and select **Dial Plans**.



2. When the list of available dial plans is displayed, click on **Voicemail**.

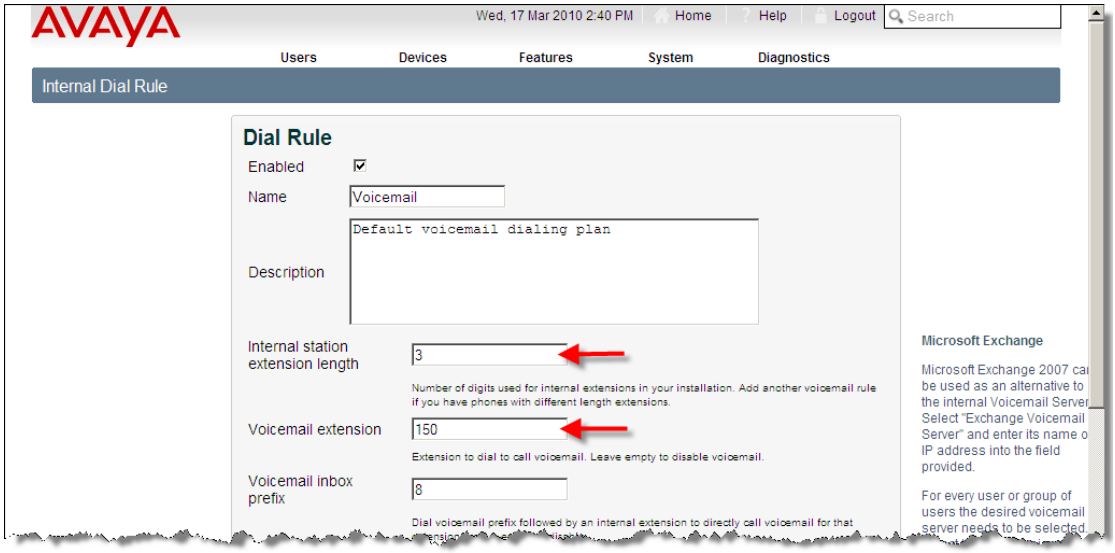


3. Ensure that the **Enabled** check-box, located at the top of the screen, is ticked. Since the SCS's own internal voicemail service is already configured for use with the SCS's own voicemail service, this check-box should already be ticked.



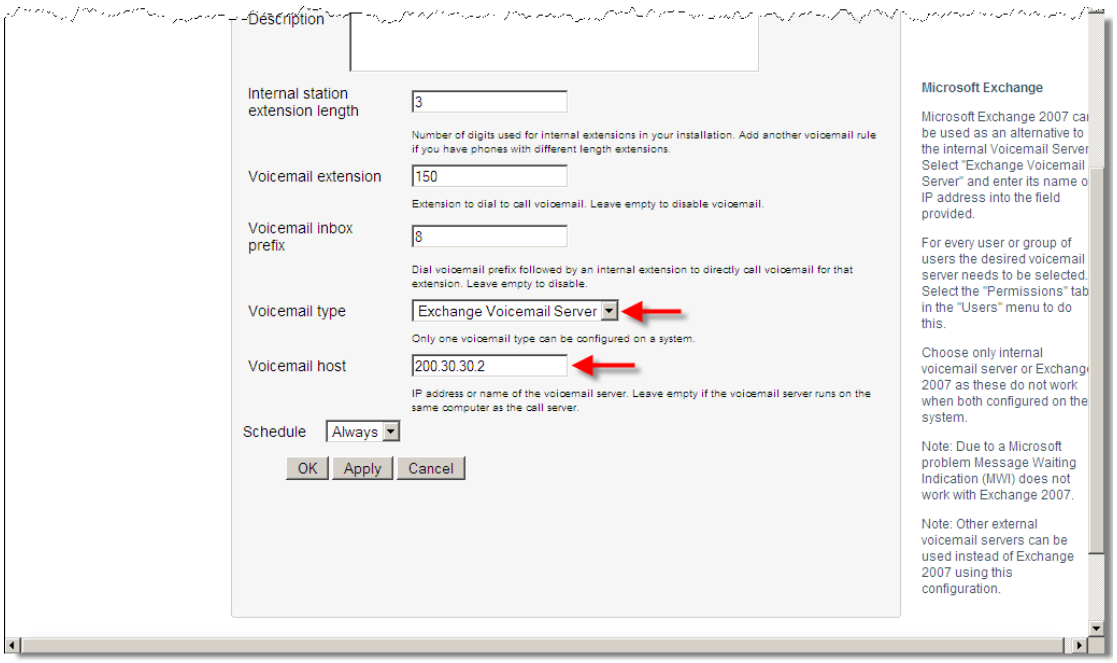
4. Set the **Internal station extension length** to determine the number of digits that will make up an extension number, or **Subscriber Access Number**, on the Exchange server. This value must match the number that has been configured on the Exchange server, consult the Exchange server administrator for assistance.

5. In the **Voice mail extension** field, enter the number that subscribers, (or users) will dial to access voicemail functions on the Exchange server – this number is created when the Exchange server's own dial plan is generated, you should therefore check this value with the Exchange server administrator.



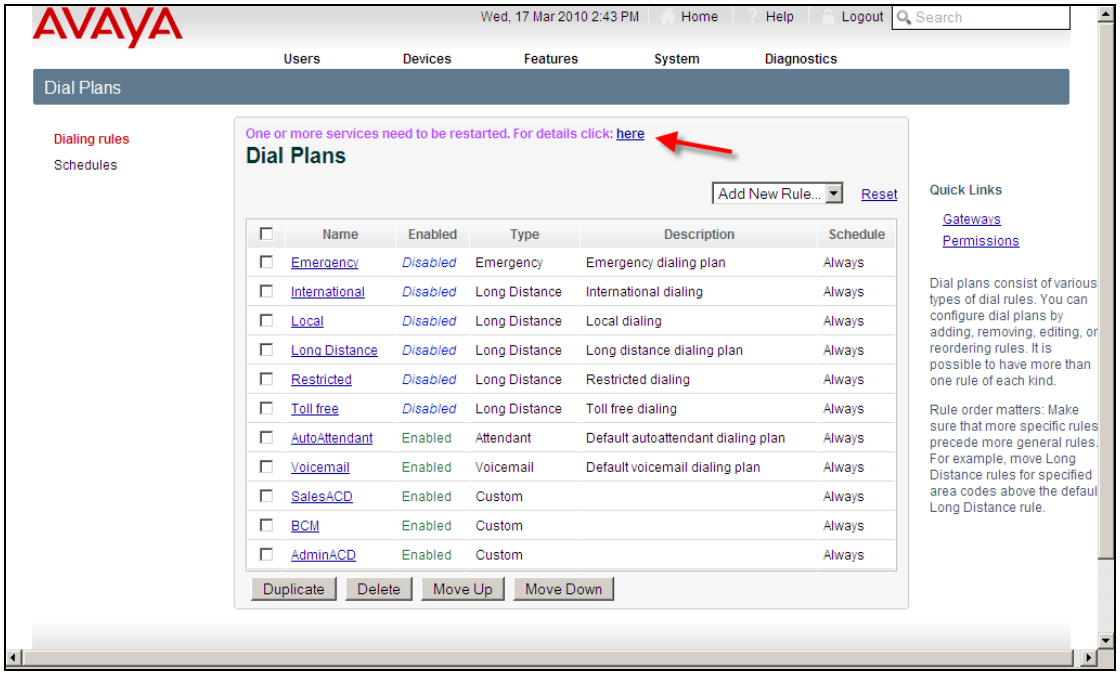
6. Open the **Voicemail Type** drop-down menu and select **Exchange Voice Mail**.

7. In the next field, enter the IP address or Fully Qualified Domain Name of the Exchange server.

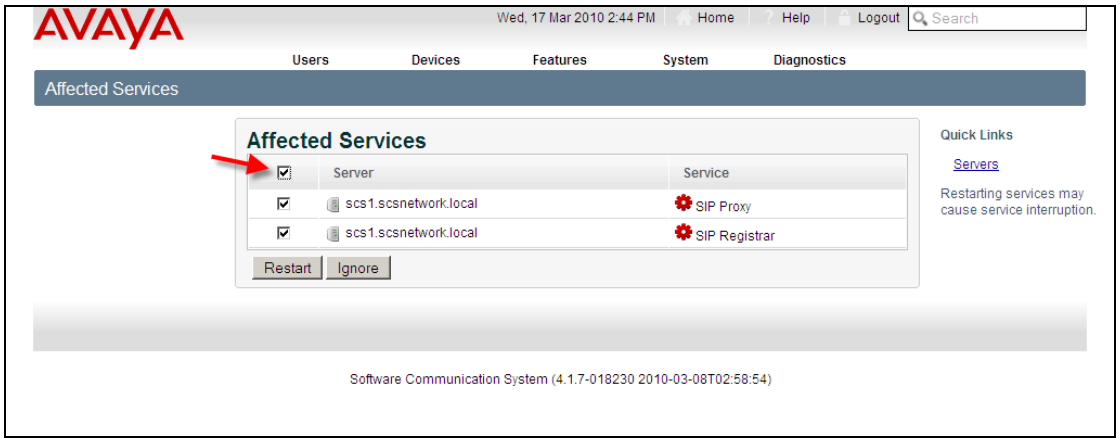


8. Click the **OK** button.

9. When you have finished adjusting the **Voicemail** dial plan settings, the plan will need restarting. Click your browser's **Refresh** button to display the restart prompt, then click the **here** link.



10. When the **Affected Servers** screen is displayed, click the topmost check-box to select all services – these are the services that have been affected by the change you just initiated.



11. Click the **Restart** button to confirm service restart.

Note: Restarting the service will not interrupt any calls that are currently in progress. However, the SCS will not be able to initiate any new calls for a few seconds. To delay the restart and run a manual restart from the **Services** page at a later time, tick the check- box and click **OK**.

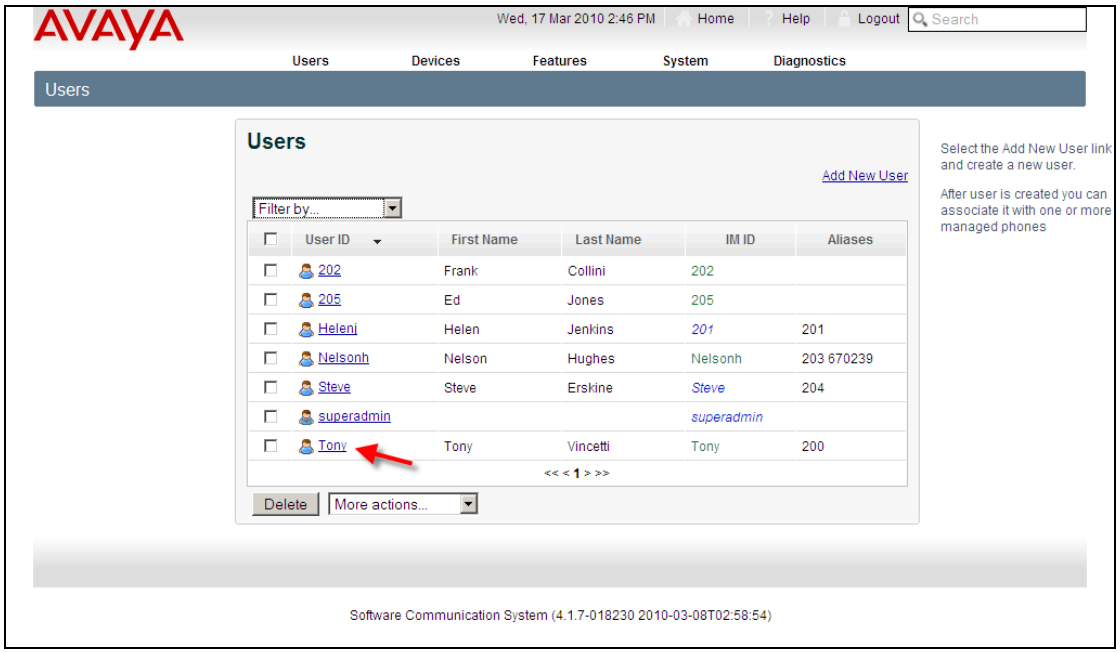
Setting User Permissions

You must now enable all user profiles to use the Exchange server for the voicemail service.

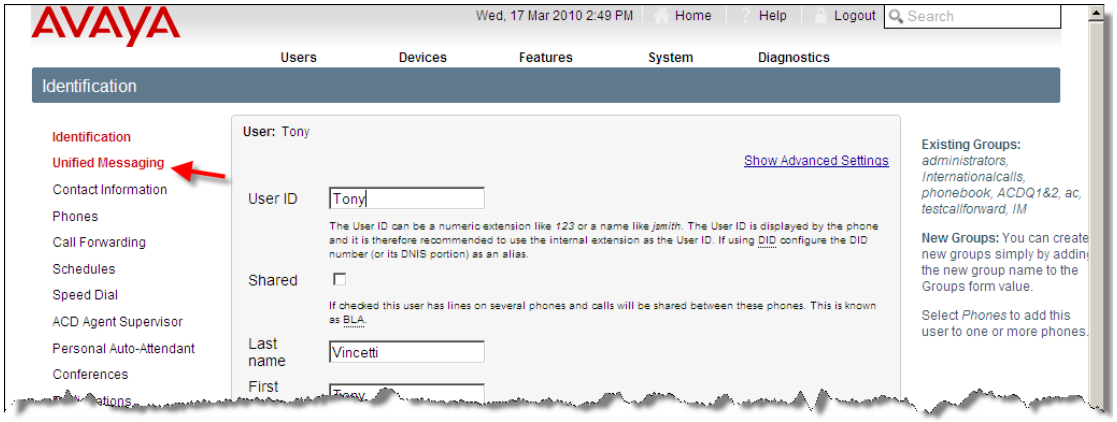
1. Place the mouse pointer over the **Users** menu and select **Users**.



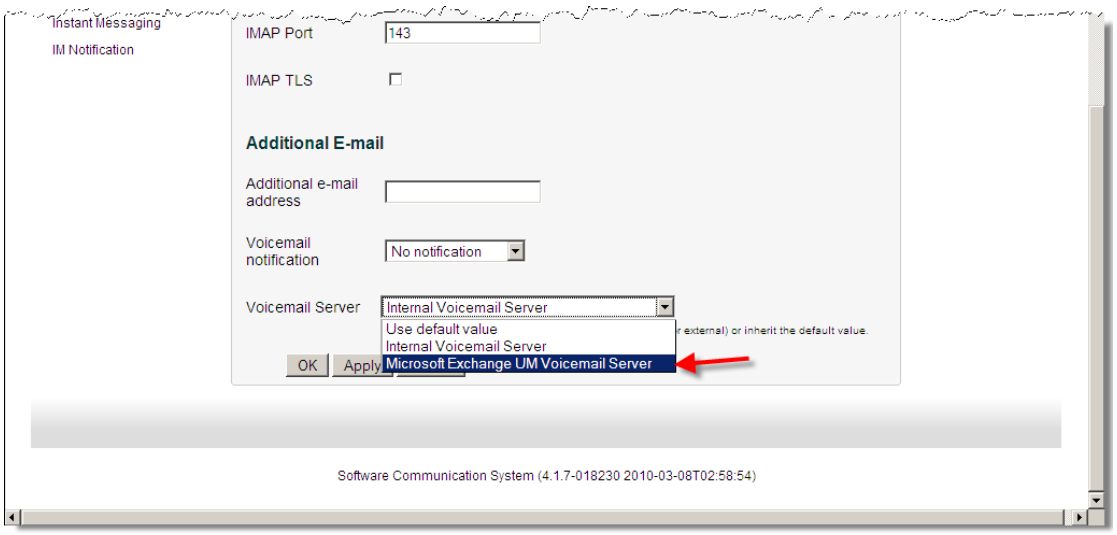
2. Select a user account.



3. When the user profile is displayed, click on the **Unified Messaging** menu, located on the left-hand side of the screen.



4. Select the **Microsoft Exchange UM Voicemail Server** from the Voicemail Server drop down list.



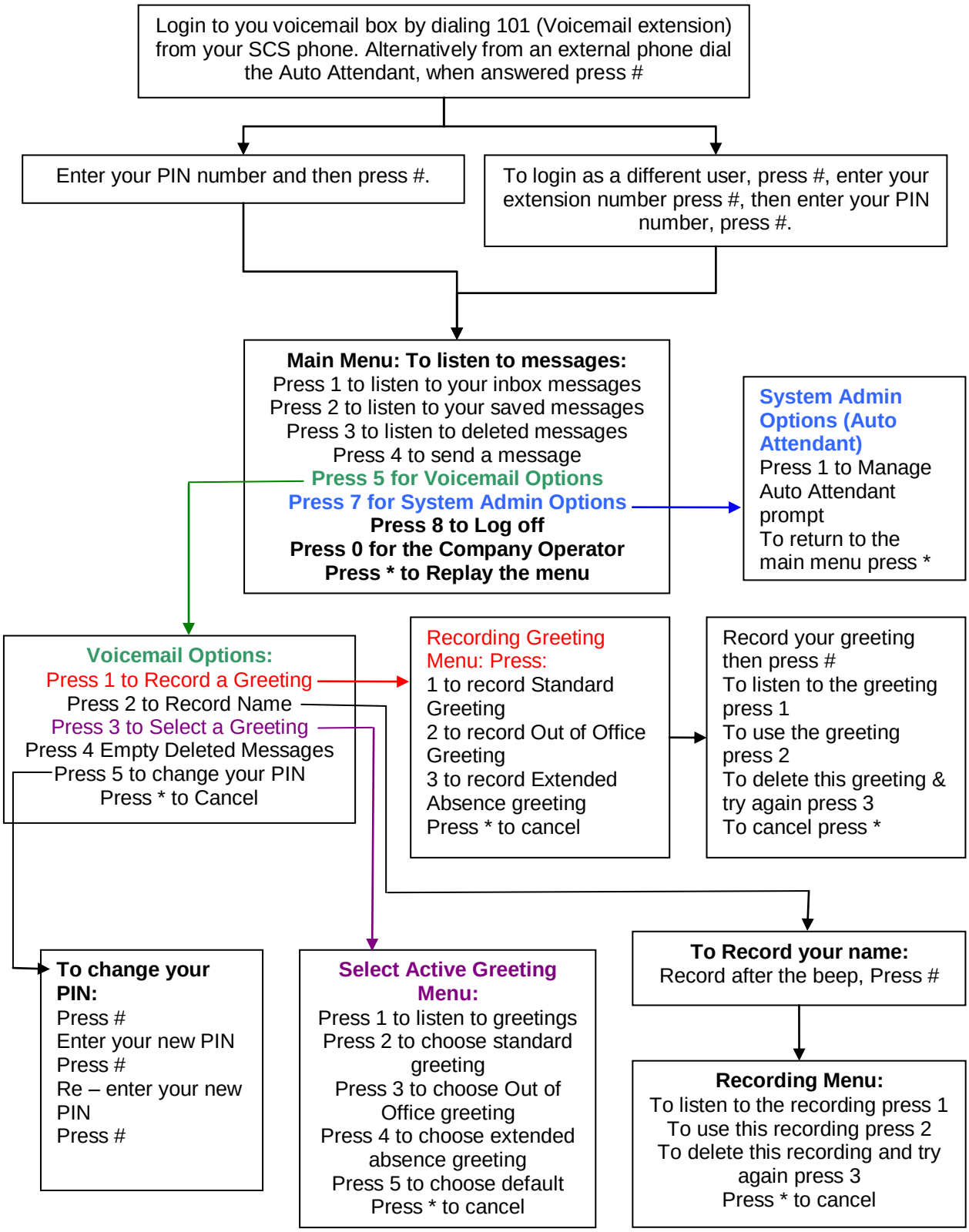
5. Click the **OK** button.

Configuring Personal User Settings

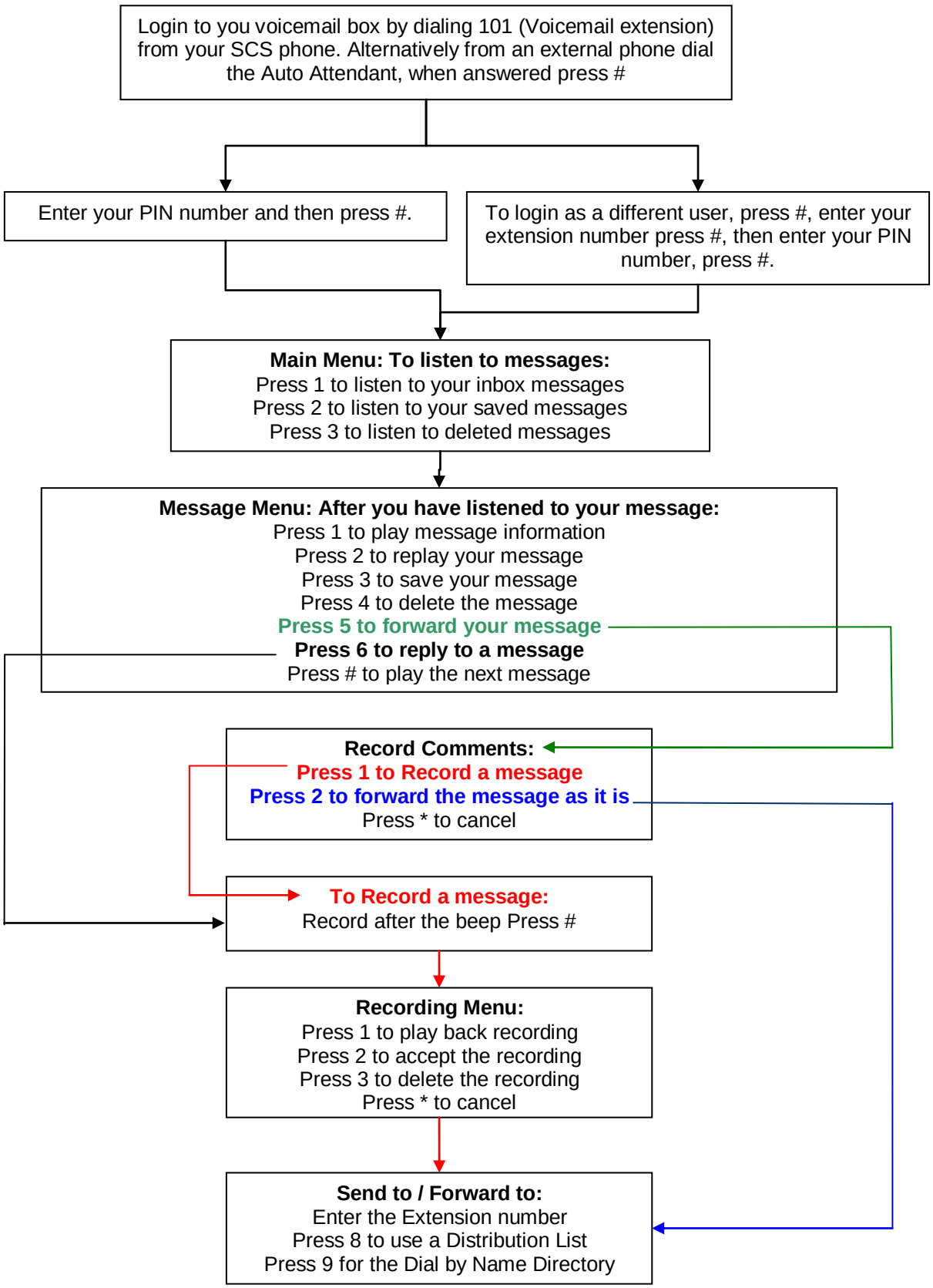
Once voicemail has been configured each user will be able to access the voicemail audio menu by dialling the voicemail extension – by default this is 101. From the voicemail menu users can configure a range of settings including recording personal greetings, selecting alternative greetings, and PIN changes. Following is a chart that documents the complete range of options available from the voicemail menu. It is recommended that in the very least, users record a personal greeting and their name - the user's name recording will be played when internal contacts dial them using **Dial by Name**, or when a personal greeting isn't active on their voicemail inbox when a contact calls.

Recording and selecting mailbox greetings and other mailbox options

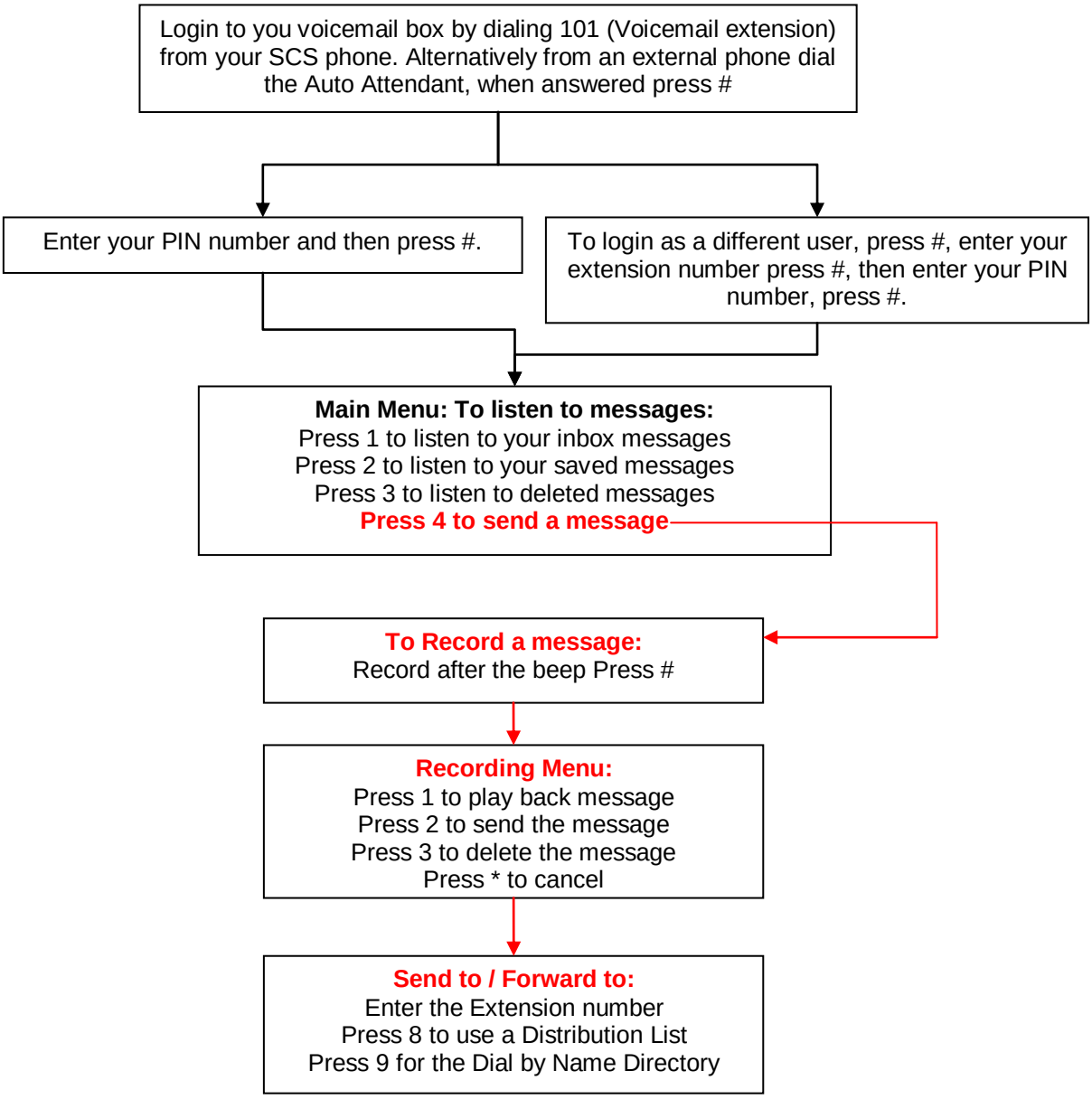
***Note**: To access the System Admin prompts, the user must have permissions to record system prompts. Please refer to the Auto Attendant Setup & Operation Task Based Guide.*



Listening to, replying to, saving, deleting, and forwarding messages received into the user's mailbox

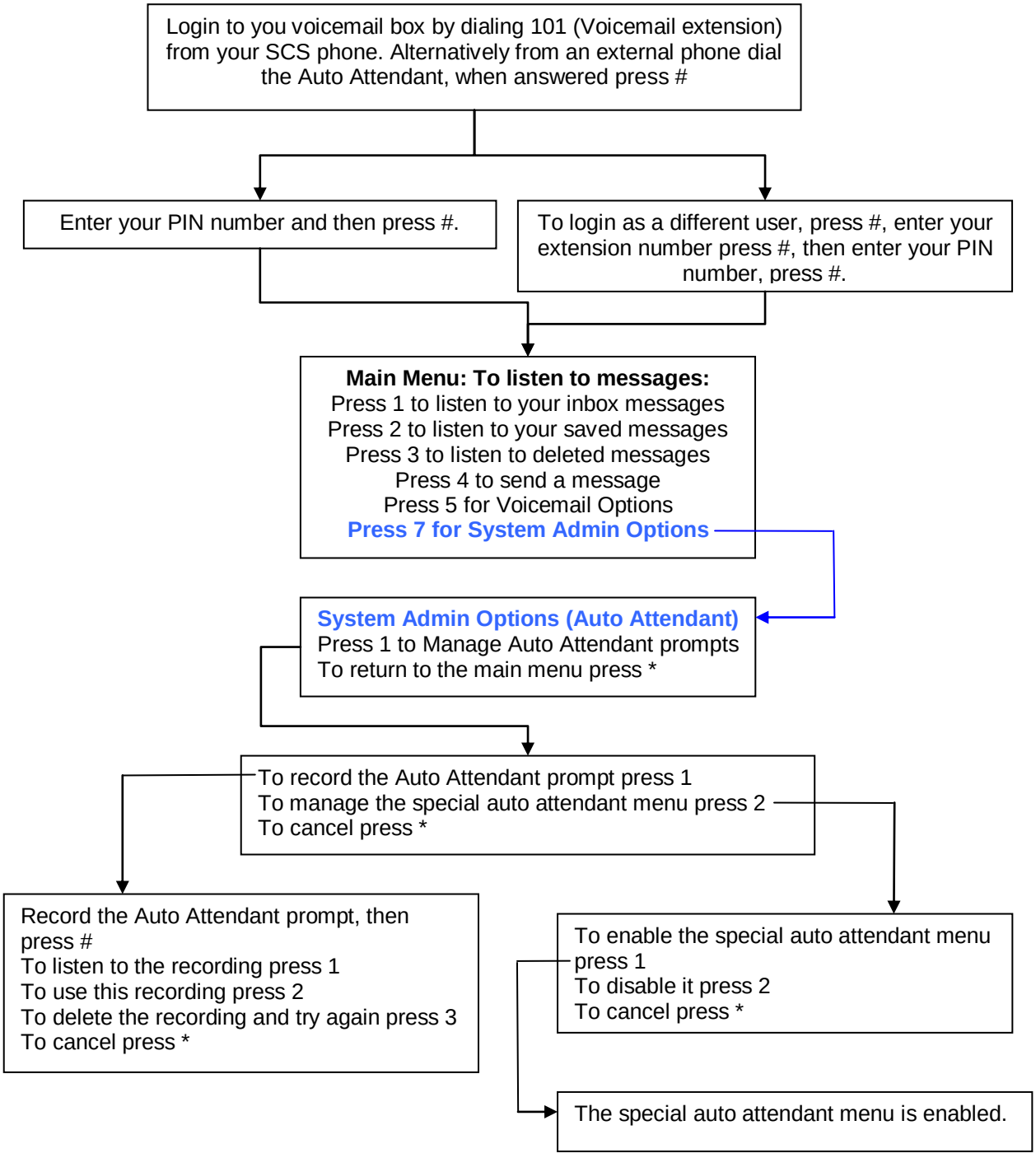


Creating and sending new messages



Recording and selecting Auto Attendant Prompts

***Note**: To record Auto Attendant prompts, the user must have permissions to record system prompts. Please refer to the Auto Attendant Setup & Operation Task Based Guide.*



SCS 4.0 CallPilot Voicemail Interface – Dial Pad Options Flowchart

The following instructions outline the CallPilot Voicemail menus that will be presented to users when they dial the voicemail extension number eg 101 and enter their mailbox number and PIN.

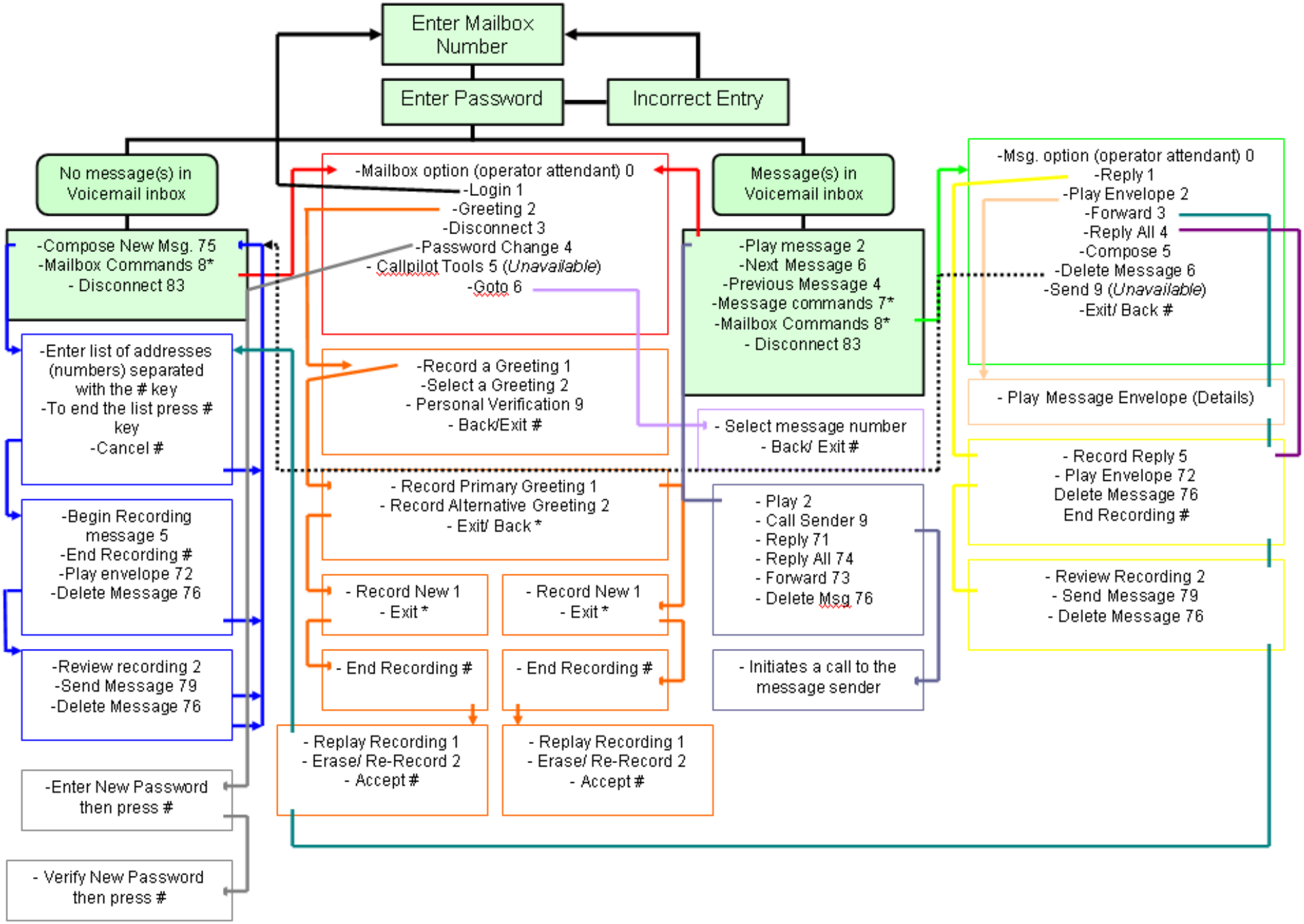
These menus generally cover topics relating to:

1. Recording and selecting mailbox greetings that are presented to callers, and other mailbox options.

2. Listening to, replying to, saving, deleting, and forwarding messages received into the user's mailbox.

3. Creating and sending new messages.

SCS 4.0 CallPilot Voicemail Interface – Dial Pad



Avaya Documentation links

- SCS 4.0 Configuring User Profiles Task Based Guide
- SCS 4.0 End User Task Based Guide
- SCS 4.0 Hunt Group Setup and Operation Task Based Guide
- SCS 4.0 Troubleshooting Task Based Guide