# IP Office
# Embedded Voicemail Installation

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# Contents


**Chapter 1: IP Office Embedded Voicemail** ..... 7
- What's New ..... 7
- Mailbox features ..... 8
- Embedded Voicemail Summary ..... 8
- Languages supported ..... 9
- Default/Fallback Language Operation ..... 10

**Chapter 2: Installing Embedded Voicemail** ..... 13
- Embedded Voicemail task worksheet ..... 13
- Checking and Uploading Prompts ..... 14
  - Checking the prompt sets ..... 14
  - Uploading additional language prompts ..... 15
  - Reloading language prompts ..... 15
  - Transferring the prompt files using IP Office Manager ..... 15
- Configuring Embedded Voicemail ..... 16
- Memory card removal ..... 17
  - Shutting down a memory card using Manager ..... 18
  - Shutting down a memory card using System Status ..... 18
- Memory card startup ..... 18
  - Starting up a memory card using Manager ..... 19
  - Starting up a memory card using System Status ..... 19

**Chapter 3: User mailbox configuration** ..... 20
- Changing a user's voicemail configuration ..... 21
- User Voicemail Settings ..... 22
- Configuring voicemail email integration ..... 24
  - Configuring System SMTP Support ..... 24
  - SMTP tab field descriptions ..... 24
  - Configuring User Voicemail Email ..... 25
- Announcements ..... 26
  - Configuring announcements ..... 26
  - User Announcement settings ..... 27
  - Recording announcements using short codes ..... 27
- Using pre-recorded names, greetings and announcements ..... 28
  - Converting pre-recorded files ..... 28
  - Transferring Recordings to Embedded Voicemail ..... 29
- Other Mailbox Message Waiting Indication ..... 30
  - Configuring Other User Message Waiting Indication ..... 30
  - Configuring Hunt Group Mailbox Message Waiting Indication ..... 31
- Editing a User's Trusted Locations ..... 31
- Visual Voice ..... 32

Configuring a Visual Voice button ... 32
Configuring the MESSAGES button ... 33
**Chapter 4: Hunt group mailbox configuration** ... 34
Configuring a group mailbox ... 35
Hunt Group Fallback Settings ... 35
Hunt Group Voicemail Settings ... 36
Hunt Group Message Waiting Indication ... 37
Configuring Hunt Group Mailbox Message Waiting Indication ... 38
Hunt group mailbox access ... 38
Message Waiting Indication access methods ... 39
Short code and button access ... 39
Remote access ... 40
Announcements ... 40
Configuring announcements ... 40
Group Announcement settings ... 41
Recording announcements using short codes ... 42
**Chapter 5: Auto attendant configuration** ... 43
Creating an auto attendant ... 44
Auto Attendant General Settings ... 45
Auto-Attendant Action Settings ... 46
Recording Prompts ... 48
Routing incoming calls to an auto attendant ... 49
Transferring calls to an auto attendant ... 50
Programmed buttons ... 50
SoftConsole ... 51
Short codes ... 51
Using an auto attendant to access voicemail ... 52
Dial By Name ... 53
Recording Caller Consent ... 54
Using pre-recorded auto-attendant prompts ... 56
Converting pre-recorded files ... 56
Transferring Recordings to Embedded Voicemail ... 57
Configuring an Auto Attendant to use a greeting file ... 57
**Chapter 6: Miscellaneous** ... 59
Remote mailbox access ... 59
Mailbox Password Rules ... 60
Configuring buttons ... 61
Button Programming Actions ... 62
Short Codes ... 62
Default short codes ... 62
Short code features ... 64
**Chapter 7: Mailbox Maintenance** ... 66
Viewing Mailboxes ... 66

Viewing the Embedded Voicemail Files..... 66
Monitoring Embedded Voicemail..... 67
Monitoring Embedded Voicemail housekeeping..... 68
DTE Port Maintenance..... 69
**Chapter 8: Additional Help and Documentation**..... 70
Additional Manuals and User Guides..... 70
Getting Help..... 70
Finding an Avaya Business Partner..... 71
Additional IP Office resources..... 71
Training..... 72

# Chapter 1: IP Office Embedded Voicemail

The IP Office IP500 V2 and IP500 V2A control units support Embedded Voicemail by default. Embedded Voicemail provides basic voicemail and automated attendant operation without requiring a separate voicemail server.

Embedded Voicemail uses the following components:

- **IP500 V2/V2A Control Unit** – The control unit uses the system's mandatory System SD card for storage of the Embedded Voicemail prompts and messages.
- **Licenses** *(Optional)* – For non-subscription systems, by default the system provides 15 hours of storage and 2 simultaneous connections without requiring any licenses. Using licenses, that can be increased up to 25 hours of storage and 6 simultaneous connections.

Embedded Voicemail cannot be used in conjunction with another voice mail server. For example, IP Office Embedded Voicemail cannot be used with Voicemail Pro server. Similarly, it cannot be used by a network of servers, The presence of another voice mail server on the same network might cause Embedded Voicemail to fail to operate correctly and vice versa.

**Related links**


What's New on page 7
Mailbox features on page 8
Embedded Voicemail Summary on page 8
Languages supported on page 9
Default/Fallback Language Operation on page 10


## What's New

The following new features apply to IP Office R11.1 FP1.

- **Hunt Group Voicemail Operation** - Previously unanswered calls to a hunt group went to voicemail when they reached the group's no answer time. They now go to the group's fallback destination, which can be configured to an extension number, system short code or voicemail. This operation is configured through the **Group** > **Fallback** tab.

**Related links**


IP Office Embedded Voicemail on page 7

# Mailbox features

The system automatically creates a mailbox for every user and hunt group in the system's configuration.

- For users, the mailbox is automatically used to answer calls direct to the user that ring unanswered for the user's configured **No Answer Time**. The mailbox is also used in other situations where the system would have otherwise returned a busy tone, for example when the user is set to **Do Not Disturb**.
- For hunt groups, the mailbox is used when a call has rung for the group's **Group No Answer Time** and the **Group No Answer Destination** is set to **Voicemail**.
- For security, a voicemail access code can be assigned to any mailbox. This can be changed by the mailbox user or the system administrator.
- For user mailboxes, message waiting indication is provided to the user's phone extension and to their user application.
- For hunt group mailboxes, message waiting indication can be assigned to specified users.
- Various dialing short codes can be used to control voicemail features and for actions such as collecting messages, leaving messages, and turning voicemail on and off. See Default short codes on page 62 for more information.

**Related links**

IP Office Embedded Voicemail on page 7

# Embedded Voicemail Summary

| Feature | Details |
|---|---|
| **Control Unit** | IP500 V2 and IP500 V2A |
| **Memory type** | Uses the System SD Card |
| **Compression method** | Uses G711. No VCM channels required. |
| **Storage** | 25 hours maximum<br>For systems not running in subscription mode, 15 hours by default. An additional 5 hours is added for each 2 additional channels licensed (see below). |
| **Maximum simultaneous connections** | 6 channels maximum<br>For systems not running in subscription mode, 2 channels by default. Additional channels require licenses. |
| **Maximum individual message length** | Default 120 seconds.<br>Adjustable between 3 and 180 seconds |
| **Auto attendants** | Yes. Up to 40. |

**Related links**

IP Office Embedded Voicemail on page 7

# Languages supported

Embedded Voicemail supports the following language prompt sets:

| Locale | WAV folder |
|---|---|
| Arabic[1] | ara |
| Chinese – Cantonese | zhh |
| Chinese – Mandarin | chs |
| Danish | dan |
| Dutch | nld |
| English UK | eng |
| English US | enu |
| Finnish | fin |
| French | fra |
| French–Canadian | frc |
| German | deu |
| Italian | ita |
| Japan | jpn |
| Korean | kor |
| Mediterranean | heb |
| Norwegian | nor |
| Polish | plk |
| Portuguese | ptg |
| Portuguese-Brazil | ptb |
| Russian | rus |
| Spanish | esp |
| Spanish-Argentina | ess |
| Spanish-Mexico | esm |
| Swedish | sve |
| Turkish | trk |

**Note:**

- The Arabic prompt set is only supported on systems running in Basic Edition modes.

**Related links**

IP Office Embedded Voicemail on page 7

# Default/Fallback Language Operation

The system **Locale** setting sets the default language used for voicemail prompts. However, this can be overridden as follows:

- The user locale, if set, is used if the caller is internal.
- The incoming call route locale, if set, is used if the caller is external.
- If no user or incoming call route locale is set, the system locale is used.
- A short code locale, if set, is used and overrides the options above if the call is routed to voicemail using the short code.
- For all the above, if the particular prompt set is not available, the fallback language is used if available.

| Locale | Default Language | Fallback Languages |
|---|---|---|
| Argentina | Latin Spanish | Spanish > UK English > US English |
| Australia | UK English | US English |
| Bahrain | Arabic[1] | UK English > US English |
| Belgium (Dutch) | Dutch | Dutch > UK English > US English |
| Belgium (French) | French | French > Canadian French> UK English |
| Brazil | Brazilian Portuguese | Portuguese > UK English > US English |
| Canadian | Canadian French | French > US English > UK English |
| Chile | Latin Spanish | Spanish > US English |
| China | Mandarin | UK English > US English |
| Colombia | Latin Spanish | Spanish > US English |
| Czech Republic | UK English | US English |
| Denmark | Danish | UK English > US English |
| Egypt | Arabic[1] | UK English > US English |
| Finland | Finnish | UK English > US English |
| France | French | Canadian French > UK English > US English |
| France 2 | French | Canadian French > UK English > US English |
| Germany | German | UK English > US English |
| Greece | UK English | US English |
| Hong Kong | Cantonese | UK English > US English |
| Hungary | UK English | US English |

*Table continues…*

| Locale | Default Language | Fallback Languages |
|---|---|---|
| Iceland | UK English | US English |
| India | UK English | US English |
| Italy | Italian | UK English > US English |
| Japan (Japanese) | Japanese | US English > UK English |
| Japan | US English | UK English > US English |
| Korea | UK English | UK English > US English |
| Kuwait | Arabic[1] | UK English > US English |
| Malaysia | UK English | US English |
| Mediterranean | Hebrew | UK English > US English |
| Mexico | Latin Spanish | Spanish > UK English > US English |
| Morocco | French | French > UK English > US English |
| Netherlands | Dutch | UK English > US English |
| New Zealand (UK English) | UK English | UK English > US English |
| Norway | Norwegian | UK English > US English |
| Oman | Arabic[1] | UK English > US English |
| Pakistan | UK English | UK English > US English |
| Peru | Latin Spanish | Spanish > UK English |
| Philippines | US English | UK English |
| Poland | Polish | UK English > US English |
| Portugal | Portuguese | UK English > US English |
| Qatar | Arabic[1] | UK English > US English |
| Russia | Russian | UK English > US English |
| Saudi Arabia | UK English | US English |
| Singapore | UK English | US English |
| South Africa | UK English | US English |
| Spain | Spanish | Latin Spanish > UK English > US English |
| Sweden | Swedish | UK English > US English |
| Switzerland | French | UK English |
| Switzerland | German | UK English > US English |
| Switzerland | Italian | UK English > US English |
| Taiwan | Mandarin | UK English > US English |
| Turkey | Turkish | UK English > US English |
| United Arab Emirates | UK English | US English |
| United Kingdom | UK English | US English |

*Table continues…*

| Locale | Default Language | Fallback Languages |
|---|---|---|
| United States | US English | UK English |
| Venezuela | Latin Spanish | Spanish > US English |

**Note:**

- The Arabic prompt set is only supported on systems running in Basic Edition modes.

**Related links**

IP Office Embedded Voicemail on page 7

# Chapter 2: Installing Embedded Voicemail

Embedded voicemail is the default voicemail used by new or defaulted IP500 V2 and IP500 V2A systems. It uses the System SD card installed in the control unit for prompts and for voicemail storage. However, additional configuration may be required for specific features and for systems that are upgraded to a new release of IP Office software.

**Related links**


Embedded Voicemail task worksheet on page 13
Checking and Uploading Prompts on page 14
Configuring Embedded Voicemail on page 16
Memory card removal on page 17
Memory card startup on page 18


## Embedded Voicemail task worksheet

| # | Section | Description |
|---|---|---|
| 1. | Upgrade prompts on page 14 | A set of prompts are provided on Embedded Voicemail memory cards supplied by Avaya. However these may not match the full set of prompts required for new features in your systems installed version of IP Office. |
| 2. | Configuring Embedded Voicemail on page 16 | Set the IP Office to use Embedded Voicemail and set the maximum record time for messages, greetings and prompts. |
| 3. | User mailbox configuration on page 20 | Configure the personal settings for individual users. |
| 4. | Hunt group mailbox configuration on page 34 | Configure the settings for any hunt groups where voicemail is required. This includes configuring message waiting indication and mailbox access which are not enabled by default. |
| 5. | Auto attendant configuration on page 43 | Setup any required auto attendant services and associate them with incoming call routes. |

**Related links**


Installing Embedded Voicemail on page 13

# Checking and Uploading Prompts

When you install a new System SD card in an IP500 V2 or IP500 V2A system, a default set of languages is loaded on the card. You can upload additional language prompt sets if required. For example, when you upgrade to a new release of software, it is possible that new features require additional prompts. See Uploading additional language prompts on page 15 for more information.

You can also reload languages that are already installed on the System SD card. For example, you can reload languages if new prompts have been added in a maintenance release. See Reloading language prompts on page 15 for more information.

All the prompts for Embedded Voicemail are found in the `C:\Program Files (x86)\Avaya\IP Office\Manager\MemoryCards\Common\system\lvmail` folder after the IP Office Administrator Applications are installed.

**Related links**

Installing Embedded Voicemail on page 13
Checking the prompt sets on page 14
Uploading additional language prompts on page 15
Reloading language prompts on page 15
Transferring the prompt files using IP Office Manager on page 15

# Checking the prompt sets

## About this task

Additional Embedded Voicemail features added in new IP Office releases may require new prompts. The system can be checked to see if it is reporting that any expected prompts are missing.

## Procedure

1. From the **Start** menu, select **IP Office** > **Monitor**.
2. Select **File** > **Select Unit**.
3. Enter details for connection to the system.
4. Select **Filters** > **Trace Options** > **System** > **Error**.
5. Click **OK**.

   Error messages like the following example are output at regular intervals:

```
158267586mS ERR: EVM 7p0 upgrade file clips missing
158267587mS ERR: EVM 7p2 upgrade file clips missing
```

**Related links**

Checking and Uploading Prompts on page 14

# Uploading additional language prompts

### About this task

You can perform this task on active systems only. The **Add/Display VM Locales** button is not available for offline configurations.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **System**.
3. Select **Voicemail**.
4. Click the **Add/Display VM Locales** button.
5. Select the prompt set you want to upload.
6. Click **OK**.
7. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Checking and Uploading Prompts on page 14

# Reloading language prompts

### About this task

Use this task to reload language prompts that are already installed on the System SD card.

### Procedure

1. Open IP Office Manager.
2. Select **File** > **Advanced** > **Upgrade**.
3. Click the check box for the appropriate system.
4. Click **Upgrade**.
5. Click the **Upload System Files** check box to select this option.
6. Click **OK**.
7. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Checking and Uploading Prompts on page 14

# Transferring the prompt files using IP Office Manager

### About this task

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

**⚠ Caution:**

- Do not transfer prompt files if the level of IP Office Manager software is not appropriate for the IP Office system.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. Select **File** > **Advanced** > **Embedded File Management**.
3. Click the check box for the appropriate system.
4. Click **OK**.
5. Enter the same user name and password as used for normal system configuration..
6. Click **OK**.
7. Select **File** > **Upload System Files**. The prompt files installed with IP Office Manager and the IP Office firmware files are transferred.

**Related links**

Checking and Uploading Prompts on page 14

# Configuring Embedded Voicemail

### About this task

This task requires a system reboot. A system reboot ends all current calls and operation for a period of up to 5 minutes.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, select **System**.
3. Click the **Voicemail** tab.
4. In the **Voicemail Type** drop-down box, select **Embedded Voicemail**.
5. The system's mailboxes can operate in one of two modes, In the **Voicemail Mode** drop-down box, select either:
   - **IP Office** – This is the default for new and defaulted A-law systems.
   - **Intuity** – This is the default for new and defaulted U-law systems.
6. If **Enforcement** is enabled, you can select various password enforcement options:
   - **Minimum length** – Sets the minimum mailbox password length allowed. The default is 6 digits.

- **Complexity** – When enabled, the following complexity rules are enforced for new mailbox passwords:
  - No forward or reverse sequence of numbers. For example, 1234 or 4321.
  - No repeated digits. For example, 1111 or 2222.
  - No match to the extension number.

7. In the **Maximum Record Time** field, set the value required by the customer. The allowable range is 30 to 180 seconds. The default setting is 110 seconds.
8. If **Enable Outcalling** is selected, users are able to use and configure mailbox outcalling options.
9. Click the **System** tab.
10. Make sure the **Locale** setting matches the language for spoken prompts required from the Embedded Voicemail. If it is not correct, consult with the customer first. This **Locale** setting controls many default aspects of IP Office operation and is normally already set to match the customer's locale.

    If the configuration a set of locale language prompts that is not present on the System SD card, IP Office Manager displays a warning message. Click the warning to open a window and follow the prompts to add the locales. Alternatively, click **Add/Display VM Locales** and select the language to upload.
11. Click **OK**.
12. Select **File** > **Save Configuration** to send the changes back to the system and restart it. Embedded voicemail is not started immediately after the system restarts. There is a delay while the system performs housekeeping operations on the existing set of messages and prompts. On a new system the delay is less than a minute. However, as the number of messages increases the delay increases
13. Once the IP Office system has restarted, from an extension on the system, dial ***17**. The Embedded Voicemail answers and starts to give you prompts.

**Related links**

Installing Embedded Voicemail on page 13

# Memory card removal

The memory card should never be simply removed from a system during normal operation. Doing so can cause the corruption of files in use. Either the memory card or the whole system must be shutdown before removing a memory card.

While the card is shutdown, voicemail is not available to the system. Any other services that use the memory card are also disabled. Features licensed by the System SD card continue for up to 2 hours while the card is not present.

Once a memory card has been removed, reinserting the memory card automatically restarts it.

**Related links**

Installing Embedded Voicemail on page 13
Shutting down a memory card using Manager on page 18
Shutting down a memory card using System Status on page 18

## Shutting down a memory card using Manager

### Procedure

1. In IP Office Manager, select **File** > **Advanced** > **Memory Card Command** > **Shutdown**.
2. When prompted to continue, click **Yes**.
3. Select the system and enter an administrator name and password.
4. Select **System**.
5. At the back of the control unit, confirm that the appropriate memory card LED is off.
6. Remove the card.

**Related links**

Memory card removal on page 17

## Shutting down a memory card using System Status

### Procedure

1. Open System Status and access the status output.
2. In the navigation pane, select **System** > **Memory cards**.
3. If prompted, select **System SD**.
4. At the bottom of the window, click **Shutdown**.
5. At the back of the control unit, confirm that the appropriate memory card LED is off.
6. Remove the card.

**Related links**

Memory card removal on page 17

# Memory card startup

Reinserting a memory card into a system that is already switched on will automatically restart card operation. However, if the card has been shutdown but not removed, it can be restarted without requiring a reboot.

**Related links**

Installing Embedded Voicemail on page 13
Starting up a memory card using Manager on page 19

Starting up a memory card using System Status on page 19

# Starting up a memory card using Manager

### About this task

Use this task to restart a memory card without removing and reinserting it.

### Procedure

1. In IP Office Manager, select **File** > **Advanced** > **Memory Card Command** > **Startup**.
2. Select the system and enter an administrator name and password.
3. Select **System**.
4. Click **OK**.

**Related links**

Memory card startup on page 18

# Starting up a memory card using System Status

### About this task

Use this task to restart a memory card without removing and reinserting it.

### Procedure

1. Open System Status and access the status output.
2. In the navigation pane, select **System** > **Memory cards**.
3. Click **System SD** or **Optional SD**.
4. At the bottom of the window, click **Startup**.

**Related links**

Memory card startup on page 18

# Chapter 3: User mailbox configuration

Embedded voicemail creates a mailbox for each user on the system. Direct calls to a user are routed to their mailbox whenever the user's extension is busy or does not answer within the user's **No Answer Time**. This includes calls that are forwarded to another internal destination. This chapter describes how to configure an individual user's mailbox by configuring the user settings in IP Office Manager. An individual user's mailbox can also be configured through the mailbox and system short codes (see the IP Office Embedded Voicemail User Guide for more information).

User mailbox features include:

- **Message Waiting Indication** – If supported by the user's current telephone, the user will receive message waiting indication whenever their mailbox contains new messages. The type of message waiting indication will depend on the telephone.
- **Mailbox access** – The standard default short code (*17) can be used to access an extension's associated user mailbox. Other methods of mailbox access can be configured.
- **Visual Voicemail** — The **MESSAGES** button on phones is configured by default to access visual voicemail.
- **Ringback** – Embedded voicemail can be set to ring the user whenever they have new messages in their mailbox. This ringback is triggered after the completion of a call at the user's extension. Ringback from a hunt group mailbox containing new messages may also occur if the user is configured to receive hunt group message waiting indication.
- **Voicemail on or off** – Sending calls to the user's mailbox can be switched off. Note however that this does not stop other methods of leaving messages directly in the user's mailbox.
- **Access code** – An access code can be assigned to the mailbox. Anyone accessing the mailbox must first enter this code before they can collect messages. The access code can be reset by the user once they are in their mailbox.
- **Reception/DTMF breakout numbers** – Options can be configured that allows callers to dial 0, 2 or 3 when they hear the mailbox greeting to be transferred to another number rather than leave a message. For example, dial 0 to be transferred to the receptionist. When used, these features should be announced in the mailbox greeting. The breakout numbers can be defined at the system level for application to all mailboxes or separately at the individual user level.
- **Announcements** – Embedded voicemail allows announcements to calls waiting to be answered by users. This is similar to the announcements provided for hunt groups, with announcements being played to callers waiting to be answered. Due to the overlap of various timeouts, the use of user announcements is not recommended in conjunction with forwarding and voicemail.

- **Voicemail Email** – A user can have notification of new messages sent to their email address. The notification can be a simple alert to tell them they have a new message or the voicemail message can be sent if required. See Configuring voicemail email integration on page 24 for more information.

**Related links**

Changing a user's voicemail configuration on page 21
User Voicemail Settings on page 22
Configuring voicemail email integration on page 24
Announcements on page 26
Using pre-recorded names, greetings and announcements on page 28
Other Mailbox Message Waiting Indication on page 30
Editing a User's Trusted Locations on page 31

# Changing a user's voicemail configuration

## About this task

Mailboxes are created based on each user's unique user name within the IP Office configuration. Changing a user name associates that user with a new mailbox. If it is necessary to change a user name, ensure that they have played and deleted all their messages first. If a user name is changed without clearing the original mailbox, you must create a short code based on the old user name in order to access the old mailbox.

Use this task to change the voicemail configuration for an individual. A lock symbol indicates that the setting can also be set and locked through user rights. See the IP Office Manager on-line help or user documentation for more information.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

## Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **User** and select the required user.
3. Select **Voicemail**.
4. Change the fields as appropriate. See User Voicemail Settings on page 22 for more information.
5. Click **OK**.
6. Repeat steps 3 through 6 for each user as appropriate.
7. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

User mailbox configuration on page 20

# User Voicemail Settings

| Name | Description |
|---|---|
| **Voicemail Code** | Default = Blank, Range = 0 (no code) to 15 digits.<br>This field sets the mailbox access code. This code is required for access to the mailbox from any source that is not a trusted location.<br>If remote access is attempted to a mailbox that has no voicemail code set, the prompt, “Remote access is not configured on this mailbox” is played.<br>If password enforcement has been enabled for the system, the voicemail code cannot:<br>• be the same as the extension number<br>• be the same as the previous code<br>• contain any consecutive digits<br>• contain repeated digits<br>• be shorter than the system’s minimum password length setting |
| **Voicemail On** | Default = On.<br>When on, calls to the user's number go to voicemail if all not answered within their **No Answer Time** or if they have selected **Do Not Disturb**. Note that unselecting this option does not disable use of the user's mailbox. Messages can still be forward to their mailbox and the mailbox can still be accessed to collect messages. |
| **Voicemail Help** | Default = Off.<br>Help can also be accessed by dialing ***4** after accessing the mailbox. |
| **Voicemail Ringback** | Default = Off.<br>When enabled, and a new message has been received, the voicemail server calls the user's extension to attempt to deliver the message each time the telephone is put down. Voicemail will not ring the extension more than once every 30 seconds. Supported in Intuity emulation mode only. |
| **Voicemail Email Reading** | This setting is not used for embedded voicemail. |
| **UMS Web Services** | This setting is not used for embedded voicemail. |
| **Voicemail Email** | Default = Blank (No voicemail email features).<br>This field is used to set the user or group email address used for voicemail email operation. When an address is entered, additional Voicemail Email controls described below are selectable. |

*Table continues…*

| Name | Description |
|---|---|
| **Voicemail Email** | Default = Off.<br><br>If an email address is entered for the user or group, the following options become selectable. These options control the mode of automatic voicemail email operation provided by the voicemail server whenever the voicemail mailbox receives a new voicemail message.<br><br>• **Off** — If select, voicemail email is not used. Users can select this mode by dialing ***03** from their extension.<br><br>• **Copy** — If selected, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example, reading and deleting the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message.<br><br>• **Forward** — If selected, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and their is no message waiting indication. Like the **Copy** option, there is no mailbox synchronization between the email and voicemail mailboxes. Users can select this mode by dialing ***01** from their extension.<br><br>• **Alert** — If selected, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message announcing details of the voicemail message but with no copy of the voicemail message attached. Users can select this mode by dialing ***02** from their extension. |
| **DTMF Breakout** | When a caller is directed to voicemail to leave a message, they can be given the option to be transferred to a different extension. The mailbox greeting message needs to be recorded telling the caller the options available. The extension numbers that they can be transferred to are entered in the DTMF breakout fields described below.<br><br>System default values can be set for these numbers and are used unless a different number is set within these user settings.<br><br>• **Reception/Breakout (DTMF 0)** — The number to which a caller is transferred if they press **0** while listening to the mailbox greeting or leaving a message.<br><br>• **Breakout (DTMF 2)** — The number to which a caller is transferred if they press **2** while listening to the mailbox greeting or leaving a message.<br><br>• **Breakout (DTMF 3)** — The number to which a caller is transferred if they press **3** while listening to the mailbox greeting or leaving a message. |

### Related links

User mailbox configuration on page 20

# Configuring voicemail email integration

### About this task

Voicemail email integration uses the system's SMTP settings to send messages to the customer's email server. That server then forwards those messages into the user email mailboxes.

Once enabled, users can select to have an email alert about each new voicemail message or to have the voicemail message forwarded to their email mailbox. In addition, when listening to a message in their voicemail mailbox, they can forward it to their email mailbox.

**Caution:**

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

**Related links**

User mailbox configuration on page 20
Configuring System SMTP Support on page 24
SMTP tab field descriptions on page 24
Configuring User Voicemail Email on page 25

# Configuring System SMTP Support

### Before you begin

Obtain details of the customer's SMTP email server. It may be necessary to configure a user account on that server in order for it to accept and relay emails from the IP Office.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **System**.
3. Click the **SMTP** tab.
4. Complete the following fields to match the customer SMTP server. See SMTP tab field descriptions on page 24 for more information.
5. Save the configuration back to the system (**File** > **Save Configuration**).
6. If the SMTP configuration was changed, restart the system.

**Related links**

Configuring voicemail email integration on page 24

# SMTP tab field descriptions

Path: **System** > **SMTP**

| Name | Description |
|---|---|
| **Server Address** | The IP address of the customer's SMTP server. If not on the same subnet as the IP Office LAN, an IP route must also be added. |
| **Port** | The SMTP listening port of the server. The default is 25. |
| **Email From AddressEmail From Address** | This is the address used by the system. Some servers only relay messages from recognized full addresses or addresses in the same domain. |
| **Use STARTTLS** | Select this field to enable TLS/SSL encryption. Encryption allows voicemail-to-email integration with hosted email providers that only permit SMTP over a secure transport. |
| **Server Requires Authentication** | If the server requires a user account to receive and send emails, enter the details of an account configured on that server for use by the system. |
| **Use Challenge Response Authentication (CRAM-MD5)** | If SMTP uses CRAM-MD5, this option should be selected. |

**Related links**

Configuring voicemail email integration on page 24

# Configuring User Voicemail Email

## Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **User** and select the required user.
3. Select **Voicemail**.
4. In the **Voicemail Email** field, enter the user's email address.
5. In the **Voicemail Email** section, click one of the following radio buttons:
   - **Off** — If select, voicemail email is not used. Users can select this mode by dialing ***03** from their extension.
   - **Copy** — If selected, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example, reading and deleting the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message.
   - **Forward** — If selected, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and their is no message waiting indication. Like the **Copy** option, there is no mailbox synchronization between the email and voicemail mailboxes. Users can select this mode by dialing ***01** from their extension.
   - **Alert** — If selected, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message

announcing details of the voicemail message but with no copy of the voicemail message attached. Users can select this mode by dialing ***02** from their extension.

6. Click **OK**.
7. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Configuring voicemail email integration on page 24

# Announcements

Announcements are played to callers waiting to be answered. For a hunt group, this includes both callers ringing at an agent and still queued.

- If no voicemail channel is available for an announcement, the announcement is not played.
- Calls can be answered during the announcement.
- If a call is rerouted to a hunt group's **Night Service Destination** or **Out of Service Destination**, the announcements settings of the new destination are applied.
- If a call overflows, the announcements of the original group are still applied, not those of the overflow group.
- For announcements configured for hunt groups to be used effectively, the hunt group's **Group No Answer Time** must be extended.
- For announcements configured for users to be used effectively, the user's **No Answer Time** must be extended or **Voicemail On** must be unselected.

**Related links**

User mailbox configuration on page 20
Configuring announcements on page 26
User Announcement settings on page 27
Recording announcements using short codes on page 27

## Configuring announcements

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, do one of the following:
   - To configure an announcement for a user, click **User**.
   - To configure an announcement for a hunt group, click **Group**.
3. Click the **Announcements** tab.
4. Set the fields to the appropriate values. See Group Announcement settings on page 41 for more information.

5. Click **OK**.
6. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Announcements on page 26

# User Announcement settings

Path: **User** > **Announcements**

| Name | Description |
|---|---|
| **Announcements On** | Default = Off.<br>This setting enables or disables announcements. |
| **Wait before 1st announcement** | Default = 10 seconds. Range = 0 to 9999 seconds.<br>This setting sets the time delay from the calls presentation, after which the first announcement should be played to the caller. |
| **Flag call as answered** | Default = Off.<br>This setting is not currently used. |
| **Post announcement tone** | Default = Music on hold.<br>Following the first announcement, you can select whether the caller should hear music on hold, ringing, silence until answered, or hear another announcement. |
| **2nd Announcement** | Default = On.<br>If selected, a second announcement can be played to the caller if they have still not been answered. |
| **Wait before 2nd announcement** | Default = 20 seconds. Range = 0 to 9999 seconds.<br>This setting sets the wait between the first and the second announcement. |
| **Repeat last announcement** | Default = On.<br>If selected, the last announcement played to the caller is repeated until the call is answered or the caller hangs up. |
| **Wait before repeat** | Default = 20 seconds.  Range = 0 to 9999 seconds.<br>If **Repeat last announcement** is selected, this setting is applied between each repeat of the last announcement. |

**Related links**

Announcements on page 26

# Recording announcements using short codes

There are no default queue announcements for user and hunt groups. The maximum length for announcements is 10 minutes.

There are two default short codes that enable you to record announcements. On existing and upgraded systems these or similar short codes need to be added manually. The default short codes are:

- **91N; / N."1" / Record Message** — Used to record an announcement 1. For example, to record announcement 1 for a hunt group on extension 300, dial ***91300#** and follow the instructions to record the new announcement.
- **92N; / N."2" / Record Message** — Used to record an announcement 2. For example, to record announcement 2 for a hunt group on extension 300, dial ***92300#** and follow the instructions to record the announcement.

**Related links**

Announcements on page 26

# Using pre-recorded names, greetings and announcements

You can convert pre-recorded audio files for use as mailbox names, greetings and announcements.

- It can take up to 5 minutes before the system begins using a newly uploaded file.
- In all cases, if the user records a new name, greeting or announcement from their phone, the pre-recorded file is deleted.
- You can also use pre-recorded files for auto-attendant prompts. See Using pre-recorded names, greetings and announcements on page 28.

The source WAV file must have the following properties:

- 8KHz Mono
- 16-bit PCM Uncompressed

Unlike greetings recorded through the embedded voicemail interface, you cannot loop pre-recorded greetings.

**Related links**

User mailbox configuration on page 20
Converting pre-recorded files on page 28
Transferring Recordings to Embedded Voicemail on page 29

# Converting pre-recorded files

### Before you begin

The original recording must be in the following WAV file format:

- 8KHz Mono
- 16-bit PCM Uncompressed

### About this task

This task converts the source WAV file recording to the format required by Embedded Voicemail.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. Open IP Office Manager.
2. Select **File** > **Advanced** > **LVM Greeting Utility**.
3. Next to the **Input File** field, click the **…** button and select the WAV file.
4. Next to the **Output File** field, click the **…** button and select the location and file name for the converted file to be save to.
   - This must be a directory to which you have normal file access rights. Attempting to save to a directory that requires administrator rights, such as the IP Office Manager program directory, will cause an error message to be displayed.
5. Enter a **File Name** (without spaces) and click **Save**. This is the name that will be entered into the configuration to use the recording. The file name extension must be `.c11`.
6. In the **Output File Type** field:
   a. To create an auto attendant greeting file, select **Auto Attendant**.
   b. To create a greeting file for a user extension, select one of the following:
      - **Announcement1** — Select for a file to be used as a user's first announcement.
      - **Announcement2** — Select for a file to be used as a users second announcement.
      - **Greeting** — Select for a file to be used as the user's mailbox greeting. This will then replace the default mailbox greeting and any greeting recorded by the user.
      - **Name** — Select for a file to be used on place of the user's extension number in other mailbox prompts.
7. If you are creating an auto attendant greeting, enter a **Recording Name** (without spaces). The name is case sensitive.
8. If you are creating a user greeting, in the **User Extension** field, enter the user's name.
9. In the **Format** drop-down box, select **G711**.
10. Click **OK**.

# Transferring Recordings to Embedded Voicemail

### About this task

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. In IP Office Manager, select **File** > **Advanced** > **Embedded File Management**.
2. Drag and drop the greeting file into the `System SD\SYSTEM\DYNAMIC\LVMAIL\AAG` folder on the System SD card.
3. Wait at least 5 minutes before testing operation. The system does not start using new uploaded files immediately.

# Other Mailbox Message Waiting Indication

By default a user only receives message waiting indication (MWI) for their own mailbox. However, message waiting indication for another user's mailbox or a hunt group mailbox can be configured.

Depending on the type of telephone or IP Office application they are using, users who receive other mailbox message waiting indication can choose any of the following methods to collect messages. Note that if not configured as a trusted source for another user's mailbox, the user will have to enter the mailbox password for that mailbox when accessing it.

- **Visual Voice** — On telephone that support Visual Voice, the user name is shown along with the number of new messages. Press the display button to access the user mailbox.
- **one-X Portal for IP Office** — If the one-X Portal for IP Office application is used, the other user name and number of new messages is displayed in the Messages gadget. Use the Messages gadget to access the group mailbox.

**Related links**

User mailbox configuration on page 20
Configuring Other User Message Waiting Indication on page 30
Configuring Hunt Group Mailbox Message Waiting Indication on page 31

# Configuring Other User Message Waiting Indication

### About this task

This process allows a user to be configured with message waiting indication for another user's mailbox.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. Click **User** and select the individual user.
3. Select the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter **U** followed by the user name or extension. For example enter ***U201***.

6. Click **OK**.
7. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Other Mailbox Message Waiting Indication on page 30

## Configuring Hunt Group Mailbox Message Waiting Indication

### About this task

This process can be used to give a user message waiting indication for a hunt group's mailbox.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **User** and select the required user.
3. Click the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter `H` followed by the name of the hunt group. For example, for the hunt group Main, enter `HMain`.
6. Click **OK**.
7. Repeats steps 3 through 7 for any other hunt groups for which the user requires message waiting indication.
8. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Other Mailbox Message Waiting Indication on page 30

# Editing a User's Trusted Locations

### About this task

If a user regularly accesses their mailbox from another extension or from a number that presents a CLI, such as a mobile or home number, that location can be set a trusted location. In that case, the user is no longer prompted to enter their password.

By default a user's own extension is already configured as a trusted location. That setting should be removed if the mailbox should always prompt the user for their password.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.

2. Click **User** and select the individual user.
3. Select the **Source Numbers** tab.
4. Add or delete the source numbers prefixed with a **V**. These numbers are used as follows:
   - **User's own extension number** — For example, a user whose extension number is 214 wants to be able to access voicemail messages without entering the voicemail code. A source number V214 would be entered.
   - **Other user extension numbers** — For example, a user whose extension is 214 wants to be able to access voicemail messages from extension 204. A source number V204 would be entered. From then on when the user of extension 214 dials a short code from extension 204, system will not prompt the user for the voicemail code.
   - **External telephone numbers** — Add a V source number containing the external telephone number. For example, V01923 38383 would be entered if the external number was 01923 38383. When users dial 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.
5. Click **OK**.
6. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

User mailbox configuration on page 20

# Visual Voice

A user can be provided a display menu to use for access to their mailbox. The menu provides the user with options to listen to messages, send messages, and change their greetings and password.

## Configuring a Visual Voice button

### About this task

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

The Visual Voice feature is not available on all telephones. It requires an Avaya telephone with a multi-line (more than two) display.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **User** and select the required user.
3. Click the **Button Programming** tab.

4. Click the button line that you want to change.
5. Right-click in the **Action** field.
6. Select **Emulation** > **Visual Voice**.
7. Click **OK**.
8. Repeat this procedure for other users as required.
9. Save the configuration back to the system (**File** > **Save Configuration**).

# Configuring the MESSAGES button

## About this task

You can configure the **MESSAGES** button to activate Visual Voice rather than access the spoken voicemail prompts.

## Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **System**.
3. Select **Voicemail**.
4. Click the **Messages Button Goes To Visual Voice** check box to select this option.
5. Click **OK**.
6. Save the configuration back to the system (**File** > **Save Configuration**).

# Chapter 4: Hunt group mailbox configuration

Embedded voicemail creates a mailbox for each hunt group on the system. Calls are sent to the mailbox when voicemail is set as the group's fallback destination and they have exceeded the group's no answer time.

This chapter describes how to configure the group mailbox through the hunt group settings in IP Office Manager. A group mailbox can also be configured through the mailbox and system short codes (see the *IP Office Embedded Voicemail User Guide* for more information).

Hunt group mailbox features include:

- **Message Waiting Indication** – By default there is no message waiting indication to any user for hunt group messages. Users must be configured individually. For more information, see Configuring Message Waiting Indication on page 31.
- **Mailbox access** – By default there is no mailbox access to hunt group mailboxes to collect messages. Users assigned hunt group message waiting indication may also gain access depending on their phone type. Otherwise an access short code must be created for the hunt group. For more information, see Hunt group mailbox access on page 38.
- **Ringback** – Embedded voicemail can be set to ring the user whenever they have new messages in a hunt group mailbox for which they receive message waiting indication. This ringback is triggered after the completion of a call at the user's extension.
- **Voicemail on or off** – Sending calls to the group's mailbox can be switched off. Note however that this does not stop other methods of leaving messages directly in the mailbox.
- **Access code** – An access code can be assigned to the mailbox. Anyone accessing the mailbox must first enter this code before they can collect messages. The access code can be reset by the user once they are in the mailbox.

**Related links**

Configuring a group mailbox on page 35
Hunt Group Message Waiting Indication on page 37
Hunt group mailbox access on page 38
Announcements on page 40

# Configuring a group mailbox

### About this task

Calls are sent to the mailbox when voicemail is set as the group's fallback destination and they have exceeded the group's no answer time.

**Caution:**

Mailboxes are created based on the unique group name within the IP Office configuration. Changing a group's name associates that group with a new mailbox. If it is necessary to change a group name, ensure that users have played and deleted all group messages first. If a group name is changed without clearing the original mailbox, you must create a short code based on the old group name in order to access the old mailbox.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **Group** and select the required group.
3. Click on the **Fallback** tab.
    a. Set the **Group No Answer Time** to the required number of seconds after which unanswered calls should be redirected to the group's no answer destination.
    b. Set the **Group No Answer Destination** to **Voicemail**.
4. Click the **Voicemail** tab.
5. Change the fields as appropriate. See Hunt Group Voicemail Settings on page 36 for more information.
6. Click **OK**.
7. Repeat the steps for each hunt group as required.
8. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Hunt group mailbox configuration on page 34
Hunt Group Fallback Settings on page 35
Hunt Group Voicemail Settings on page 36

# Hunt Group Fallback Settings

Path: **Group** > **Fallback**

| Name | Description |
|---|---|
| **Group No Answer Time** | Default = 45 seconds, Range = 1 to 99999 seconds.<br>This setting sets how long a call should be presented to a hunt group, and its overflow groups, if set, before going to the group's **Group No Answer Destination**. When exceeded, the call is redirected regardless of any announcements, overflow or queuing. If set to **Off**, the no answer destination is used once each available member of the hunt group has been alerted for the group's **No Answer Time**. |
| **Group No Answer Destination** | This destination is used when the **Group No Answer Time** is reached. The options are:<br>• **<NONE>** - The destination is not used. Instead calls continue ringing against the hunt group.<br>• **Voicemail** - The call is redirected to voicemail to leave a message. Note that the mailbox of the call's original destination is used.<br>• The drop-down list includes all other group and user extensions. The call is redirected to that extension.<br>• A number can be manually entered. This is used for matching against system short codes. |

**Related links**

Configuring a group mailbox on page 35

# Hunt Group Voicemail Settings

Path: **Group** > **Voicemail**

| Name | Description |
|---|---|
| **Voicemail Code** | Default = Blank, Range = 0 (no code) to 15 digits.<br>This field sets the mailbox access code. This code is required for access to the mailbox from any source that is not a trusted location.<br>If remote access is attempted to a mailbox that has no voicemail code set, the prompt, “Remote access is not configured on this mailbox” is played.<br>If password enforcement has been enabled for the system, the voicemail code cannot:<br>• be the same as the extension number<br>• be the same as the previous code<br>• contain any consecutive digits<br>• contain repeated digits<br>• be shorter than the system’s minimum password length setting |

*Table continues…*

| Name | Description |
|---|---|
| **Voicemail Email** | Default = Blank (No voicemail email features).<br><br>This field is used to set the user or group email address used for voicemail email operation. When an address is entered, additional Voicemail Email controls described below are selectable. |
| **Voicemail Email** | Default = Off.<br><br>If an email address is entered for the user or group, the following options become selectable. These options control the mode of automatic voicemail email operation provided by the voicemail server whenever the voicemail mailbox receives a new voicemail message.<br><br>• **Off** — If select, voicemail email is not used. Users can select this mode by dialing ***03** from their extension.<br><br>• **Copy** — If selected, each time a new voicemail message is received in the voicemail mailbox, a copy of the message is attached to an email and sent to the email address. There is no mailbox synchronization between the email and voicemail mailboxes. For example, reading and deleting the email message does not affect the message in the voicemail mailbox or the message waiting indication provided for that new message.<br><br>• **Forward** — If selected, each time a new voicemail message is received in the voicemail mailbox, that message is attached to an email and sent to the email address. No copy of the voicemail message is retained in the voicemail mailbox and their is no message waiting indication. Like the **Copy** option, there is no mailbox synchronization between the email and voicemail mailboxes. Users can select this mode by dialing ***01** from their extension.<br><br>• **Alert** — If selected, each time a new voicemail message is received in the voicemail mailbox, a simple email message is sent to the email address. This is an email message announcing details of the voicemail message but with no copy of the voicemail message attached. Users can select this mode by dialing ***02** from their extension. |
| **Voicemail Help** | Default = Off.<br><br>Help can also be accessed by dialing ***4** after accessing the mailbox. |
| **Broadcast** | This setting is not used for embedded voicemail. |
| **UMS Web Services** | This setting is not used for embedded voicemail. |

**Related links**

Configuring a group mailbox on page 35

# Hunt Group Message Waiting Indication

By default, no message waiting indication is sent to any user for a hunt group mailbox. The following task shows how to give a user message waiting indication from a hunt group's mailbox.

The method of indication will depend on the type of telephone the user has and whether they are using any IP Office application.

- **Voicemail Ringback** — If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.
- **Visual Voice** — If available, the user will see the name of the hunt group listed. The number of new calls are shown in brackets next to the hunt group name.

**Related links**

Hunt group mailbox configuration on page 34

## Configuring Hunt Group Mailbox Message Waiting Indication

### About this task

This process can be used to give a user message waiting indication for a hunt group's mailbox.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **User** and select the required user.
3. Click the **Source Numbers** tab.
4. Click **Add**.
5. In the **Source Number** field, enter `H` followed by the name of the hunt group. For example, for the hunt group Main, enter `HMain`.
6. Click **OK**.
7. Repeats steps 3 through 7 for any other hunt groups for which the user requires message waiting indication.
8. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Other Mailbox Message Waiting Indication on page 30

# Hunt group mailbox access

By default, no user has access to a hunt group mailbox until specifically configured for such access. Hunt group mailboxes can be accessed using the following methods:

- Message Waiting Indication access

- Short code and button access
- Remote access

**Related links**

Hunt group mailbox configuration on page 34
Message Waiting Indication access methods on page 39
Short code and button access on page 39
Remote access on page 40

# Message Waiting Indication access methods

Users who have been assigned hunt group message waiting indication are also given methods to access the hunt group mailbox. The method depends on what type of telephone or software the user has.

### Voicemail ringback

If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

### Visual Voice

If Visual Voice is available, the user will see the name of the hunt group listed. The number of new calls are shown in brackets next to the hunt group name.

**Related links**

Hunt group mailbox access on page 38

# Short code and button access

A short code can be created for hunt group mailbox access, as shown in the following table. This can be a system-wide or user-specific short code. For information about setting up short codes, see the IP Office Manager on-line help or user guide.

| Field | Contains… |
|---|---|
| **Code** | *99 |
| **Feature** | **Voicemail Collect** |
| **Telephone Number** | “?Sales” |
| **Line Group ID** | 0 |

The **Voicemail Collect** feature and hunt group mailbox name can also be assigned to a user's programmable button.

**Related links**

Hunt group mailbox access on page 38

## Remote access

The standard methods for remote mailbox access apply to users or to hunt groups. See Remote mailbox access on page 59 for more information.

**Related links**

Hunt group mailbox access on page 38

# Announcements

Announcements are played to callers waiting to be answered. For a hunt group, this includes both callers ringing at an agent and still queued.

- If no voicemail channel is available for an announcement, the announcement is not played.
- Calls can be answered during the announcement.
- If a call is rerouted to a hunt group's **Night Service Destination** or **Out of Service Destination**, the announcements settings of the new destination are applied.
- If a call overflows, the announcements of the original group are still applied, not those of the overflow group.
- For announcements configured for hunt groups to be used effectively, the hunt group's **Group No Answer Time** must be extended.
- For announcements configured for users to be used effectively, the user's **No Answer Time** must be extended or **Voicemail On** must be unselected.

**Related links**

Hunt group mailbox configuration on page 34
Configuring announcements on page 40
Recording announcements using short codes on page 42

## Configuring announcements

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, do one of the following:
   - To configure an announcement for a user, click **User**.
   - To configure an announcement for a hunt group, click **Group**.
3. Click the **Announcements** tab.
4. Set the fields to the appropriate values. See Group Announcement settings on page 41 for more information.
5. Click **OK**.

6. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Announcements on page 40

# Group Announcement settings

Path: **Group** > **Announcements**

| Name | Description |
|---|---|
| **Announcements On** | Default = Off.<br>This setting enables or disables announcements. |
| **Wait before 1st announcement** | Default = 10 seconds. Range = 0 to 9999 seconds.<br>This setting sets the time delay from the calls presentation, after which the first announcement should be played to the caller. If **Synchronize calls** is selected, the actual wait may differ. |
| **Flag call as answered** | Default = Off.<br>This setting is not currently used. |
| **Post announcement tone** | Default = Music on hold.<br>Following the first announcement, you can select whether the caller should hear music on hold, ringing, silence until answered, or hear another announcement. |
| **2nd Announcement** | Default = On.<br>If selected, a second announcement can be played to the caller if they have still not been answered. |
| **Wait before 2nd announcement** | Default = 20 seconds. Range = 0 to 9999 seconds.<br>This setting sets the wait between the first and the second announcement. If **Synchronize calls** is selected, the actual wait may differ. |
| **Repeat last announcement** | Default = On.<br>If selected, the last announcement played to the caller is repeated until the call is answered or the caller hangs up. |
| **Wait before repeat** | Default = 20 seconds. Range = 0 to 9999 seconds.<br>If **Repeat last announcement** is selected, this setting is applied between each repeat of the last announcement. If **Synchronize calls** is selected, this value is grayed out and set to match the **Wait before 2nd announcement** setting. |

*Table continues…*

| Name | Description |
|---|---|
| **Synchronize calls** | Default = Off.<br>This option is only available for hunt group announcements. It can be used to restrict how many voicemail channels are required to provide the announcements.<br>• **Off** – Announcements are played individually for each call. This requires a separate voicemail channel each time an announcement is played to each caller. While this ensures accurate following of the wait settings selected, it does not make efficient use of voicemail channels.<br>• **On** – If a required announcement is already being played to another caller, subsequent callers wait until the announcement has been completed and can be restarted. In addition, when a caller has waited for the set wait period and the announcement is started, any other callers waiting for the same announcement, hear it even if they have not waited for the wait period. Using this setting, the number of voicemail channels needed for the groups announcements is minimized.. |

# Recording announcements using short codes

There are no default queue announcements for user and hunt groups. The maximum length for announcements is 10 minutes.

There are two default short codes that enable you to record announcements. On existing and upgraded systems these or similar short codes need to be added manually. The default short codes are:

- **91N; / N."1" / Record Message** — Used to record an announcement 1. For example, to record announcement 1 for a hunt group on extension 300, dial ***91300#** and follow the instructions to record the new announcement.
- **92N; / N."2" / Record Message** — Used to record an announcement 2. For example, to record announcement 2 for a hunt group on extension 300, dial ***92300#** and follow the instructions to record the announcement.

**Related links**

Announcements on page 40

# Chapter 5: Auto attendant configuration

In addition to basic voicemail operation, embedded voicemail supports auto attendant services. Each auto attendant consists of:

- **Actions**

  You can assign an action to each of the normal DTMF dialing keys (*, # and *0* to *9*). You can also assign an action for the detection of fax tone. Callers can press a key for a action while listening to the greeting prompts.

- **Prompts**

  You can record greeting prompts and a menu actions prompt:

  - You can record separate morning, afternoon and evening (out of hours) greeting prompts for each auto-attendant. Associated time profiles set which greeting prompt the auto-attendant uses at any time. In situations where time profiles are absent, overlap, or conflict; the order of precedence for the prompt used is to use the morning greeting, the afternoon greeting, and then the evening greeting.
  - The greeting prompt is followed by the menu options prompt. The menu options prompt informs the caller of the auto-attendant key-press options.

The IP Office lets you to configure up to 40 auto-attendants. This is useful even though Embedded Voicemail only supports up to 6 simultaneous calls. For example:

- You can configure different auto-attendants for different incoming call routes.
- You can use the **Transfer to Auto Attendant** action to have a current call passed to another auto-attendant to provide additional options.
- Using time profiles in an incoming call route, you can route calls to different auto-attendants based on the time of day, date, or day of week.
- You can configure and switch between different auto-attendants as required.

**Related links**


Creating an auto attendant on page 44
Recording Prompts on page 48
Routing incoming calls to an auto attendant on page 49
Transferring calls to an auto attendant on page 50
Using an auto attendant to access voicemail on page 52
Dial By Name on page 53
Recording Caller Consent on page 54
Using pre-recorded auto-attendant prompts on page 56

# Creating an auto attendant

## About this task

This task is an example to setup an auto attendant for Embedded Voicemail. In this context, the auto-attendant must provide callers the option to press `0` for reception that is hunt group 200 or `1` for sales that is hunt group 301.

## Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, right-click **Auto Attendant** and select **New**.
3. In the **Auto Attendant** tab, complete the fields as appropriate. See Auto Attendant tab field descriptions on page 45 for more information.
4. Click the **Actions** tab to define the actions available to callers depending on which DTMF key they press. Then do the following:
    a. To define the auto attendant action when the **0** key is pressed, click the row that begins with **0**.
    b. Click **Edit**.
    c. In the **Action** drop-down box, select the appropriate action.
    d. In the **Destination** drop-down box, select the appropriate destination.
    e. Click **OK**.
    f. Repeat the steps above for each key that requires a definition for this auto attendant.
5. Click **OK**.
6. Note the short codes shown in the **Auto Attendant** tab.
7. Save the configuration back to the system (**File** > **Save Configuration**).
8. To record prompts for the auto attendant using the short codes created, see Prompt recordings on page 48.

**Related links**

Auto attendant configuration on page 43
Auto Attendant General Settings on page 45
Auto-Attendant Action Settings on page 46

# Auto Attendant General Settings

| Name | Description |
|---|---|
| **Name** | Range = Up to 12 characters. No spaces.<br>This field sets the name for the auto-attendant service. External calls can be routed to the auto attendant by entering **AA:** *Name* in the destination field of an Incoming Call Route. |
| **Maximum Inactivity** | Default = 8 seconds. Range = 1 to 20 seconds<br>This field sets how long after playing the prompts the Auto Attendant should wait for a valid key press. If exceeded, the caller is either transferred to the Fallback Extension set within the Incoming Call Route used for their call or else the caller is disconnected. |
| **Enable Local Recording** | Default = On<br>When off, use of short codes to record auto-attendant prompts is blocked. The short codes can still be used to playback the greetings. |
| **Direct Dial-By-Number** | Default = Off<br>This setting affects the operation of any key presses in the auto attendant menu set to use the **Dial By Number** action.<br>• **If selected:** The key press for the action is included in any following digits dialed by the caller for extension matching.<br>- **For example:** If 2 is set to **Dial By Number**, a caller can dial **201** for extension 201.<br>• **If not selected:** The key press for the action is not included in any following digits dialed by the caller for extension matching.<br>- **For example:** If 2 is set to **Dial By Number**, a caller must dial **2** and then **201** for extension 201. |
| **Dial By Name Match Order** | Default = First Name/Last Name<br>Determines the name order used for the Dial by Name function. The options are **First then last** or **Last then first**. |
| **AA NumberAA Number** | This number is assigned by IP Office and cannot be changed. It is used in conjunction with short codes to access the auto attendant service or to record auto attendant greetings. |
| **Morning/Afternoon/ Evening/Menu Option** | Each auto-attendant can consist of three distinct time periods, defined by associated time profiles. A greeting can be recorded for each period. The appropriate greeting is played to callers and followed by the Menu Options greeting which should list the available actions. |
| **Time Profile** | The time profile that defines each period of auto attendant operation. When there are overlaps or gaps between time profiles, precedence is given in the order morning, afternoon and then evening. |
| **ShortcodeShort code** | These fields indicate the system short codes automatically created to allow recording of the time profile greetings and the menu options prompt. |

*Table continues…*

| Name | Description |
|---|---|
| **Recording Name** | Default = Blank. Range = Up to 31 characters. No spaces.<br><br>This field appears next to the short code used for manually recording auto attendant prompts. It is only used if using pre-recorded .wav files as greetings rather than manually recording greetings using the indicated short codes. If used, note that the field is case sensitive and uses the name in the file header that is embedded within the .wav file rather than the actual file name.<br><br>The utility for converting .wav files to the correct format is provided with Manager and can be launched via **File** > **Advanced** > **LVM Greeting Utility**. Files then need to be manually transferred to the memory card. |

**Related links**

[Creating an auto attendant](#) on page 44

# Auto-Attendant Action Settings

Each of the normal DTMF dialing keys; *, # and 0 to 9, can be assigned to an action. Callers can dial-through prompts, that is press an action key while listening to the greetings prompts. You can also assign an action to the key **Fax** to automatically reroute calls where fax tone is detected.

| Action | Description |
|---|---|
| **Centrex Transfer** | If the auto attendant is being used to answer incoming calls from a Centrex exchange, this option can be used to perform a Centrex transfer. When select by the caller, the IP Office sends a flash hook signal to the exchange using the same line as the incoming call, dials the configured destination numbers and then disconnects itself from the call.<br><br>This only applies to Centrex analog trunks hosted by the same system as the auto-attendant. |
| **Dial By Name** | Callers can dial the name of the user they require. A list of matching names is then played to them to make a selection. |
| **Dial By Number** | Callers can dial the required extension number. There is no prompt associated with the action. If a prompt is required it as part of the menu prompt. Unexpected results can occur if the dial plan is not a uniform length. Hunt group and user extension numbers should all be the same length. |
| **Normal Transfer** | Transfers the caller to a specified number. This is a supervised transfer, that is, if busy or unanswered the call will follow the settings of the target user or hunt group. If the destination field is left blank, callers can dial the extension number that they require, however no prompts will be played. |
| **Not Defined** | Take no action. |

*Table continues…*

| Action | Description |
|---|---|
| **Park and Page** | This option parks the caller and then performs a page to the set destination to announce the parked call. When selected, the following additional fields are configurable. Note: Calls parked using this feature use a voicemail channel whilst parked and also an additional channel during the page.<br>• **Park Slot Prefix** — The park slot number prefix of up to 8 digits. When the system parks a call, it use the prefix plus an additional digit, 0 to 9, for each call it has parked. The full park slot number is announced as part of the page.<br>- If the **Park Slot Prefix** plus addition digit (0 to 9) falls within the range configured for the manual park and page feature ( > **System** > **Telephony** > **Park and Page** > **Central Park Range**), then calls parked by embedded voicemail can be unparked by simply dialing the park slot number.<br>- • Any **Call Park** buttons configured to a park slot number used by the embedded voicemail will indicated when there is a parked call and can be used to unpark the call.<br>• **Paging Number** – This is the number which the system will page to announce the parked call. It does so using the recorded **Page Prompt** (see below) followed by then announcing the park slot number used.<br>• **Retry Count** – Sets the number of times that the system repeats the parked call announcement, up to a maximum of 5 times.<br>• **Fallback Number** – The parked call is transferred to this number if it is still unanswered 1 minute after the last page. Calls are also transferred to this number if the system cannot park the call for any reason.<br>• **Retry Timeout** – Sets the delay in minutes and seconds between paging repeats. The range can be set in 15-second increments. The minimum setting is 15 seconds (the default) and the maximum setting is 5 minutes.<br>• **Page Prompt** – The prompt used for the page can either be recorded manually or using a pre-recorded file. In both cases, the page is automatically followed by an announcement of the park slot number used. |
| **Replay Menu Greeting** | Replay the menu greeting that lists the menu actions. |
| **Transfer** | Transfer the caller to the selected destination. For the key option **Fax**, this action should be used to set the destination for incoming fax calls. |
| **Transfer to Auto Attendant** | Transfer the caller to another auto attendant. |

| Setting | Description |
|---|---|
| **Destination** | For actions that redirect the caller, the destination can be entered manually or selected from the drop-down list. |
| **Consent Directive** | If required, the caller's consent or dissent to a prompted choice can be recorded. This choice is included in the call records output by the system. See Recording Caller Consent on page 54. |

**Related links**

Creating an auto attendant on page 44

# Recording Prompts

When a new auto attendant is created, a number of short codes are automatically added to the system short codes table. They are `*81XX`, `*82XX`, `*83XX` and `*84XX`. These short codes allow the recording of the various auto attendant prompts by replacing the `XX` part with the auto-attendant number when dialing.

- `*81XX` is used to hear and record the morning greeting for an auto-attendant.
- `*82XX` is used to hear and record the afternoon greeting for an auto-attendant.
- `*83XX` is used to hear and record the evening greeting for an auto-attendant.
- `*84XX` is used to hear and record the actions menu prompt for an auto-attendant.
- The appropriate number to dial for each greeting is shown on the **Auto Attendant** tab in IP Office Manager.

When using any of these short codes, you hear the options:

- **1** to hear the current prompt.
- **2** to record a new prompt.
- **3** to save the new prompt.

## Park and Page Short Codes

A number of system short codes also exist for recording the prompts for **Park and Page** actions. The short codes depend on the key (0 to 9, *. #) to which the action has been assigned and the number of the auto-attendant. The short codes allow the recording prompt by replacing the `XX` part with the auto-attendant number when dialing.

- `*800XX` is used for **Park and Page** actions assigned to the 0 key.
- ...
- `*809XX` is used for **Park and Page** actions assigned to the 9 key.
- `*850XX` is used for **Park and Page** actions assigned to the * key.
- `*851XX` is used for **Park and Page** actions assigned to the # key.

## Controlling Short Code Use

To prevent abuse of the default short codes, they can be deleted or changed. They can also be removed from the system short codes section and rebuilt in the user short codes of a trusted user(s).

Alternatively, disabling the **Enabling Local Recording** option in an auto-attendant's settings stops the use of short codes to record the auto attendant's prompts and greetings.

### Creating Auto Attendant Short Codes

In order to create custom short codes for recording prompts, use the **Auto Attendant** feature. The **Telephone Number** field of the short code can take two forms:

- **Auto-Attendant Greeting and Menu Action Prompts:**
  - The **Telephone Number** can take the form `"AA:"N".X"` where *N* is the auto attendant number and *X* is 1 for the morning greeting, 2 for the afternoon greeting, 3 for the evening greeting and 4 for the menu options prompt.
  - The **Telephone Number** can take the form `"AA:Name.X"`, where *Name* is the name of the auto attendant service, and *X* is 1 for the morning greeting, 2 for the afternoon greeting, 3 for the evening greeting, and 4 for the menu options prompt.
  - In both the above, you can omit the `.X` to create a short code for calls to the auto-attendant.
- **Park and Page Action Prompts:**
  - The **Telephone Number** takes the form `"AA:"N".YY"` where *N* is the auto attendant number and *YY* is a two-digit representation of the key to which the action has been assigned. That is, `00` for the 0 key, `01` for the 1 key, …, `09` for the 9, `10` for the * key and `11` for the # key.

**Related links**

Auto attendant configuration on page 43

# Routing incoming calls to an auto attendant

### About this task

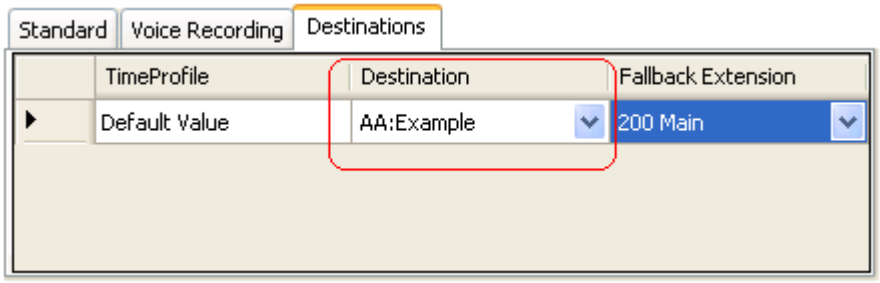
You can specify an auto attendant as a destination in the IP Office Incoming Call Routes table. Internal callers can access an auto attendant through a programmed DSS button or Phone Manager speed dial.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, click **Incoming Call Route**.
3. Select the appropriate route.
4. Click the **Standard** tab and confirm that the settings match the calls you expect to be routed to the auto attendant.

   For more information, see the IP Office Manager on-line help.
5. Click the **Destination** tab.
6. In the **Destination** drop-down box, select the auto attendant.

The names of the configured auto attendants are shown prefixed with AA:.




In this example, the **Fallback Extension** has also been set to route calls to a hunt group. The Fallback Extension setting is used for callers in the auto attendant who do not make a valid key press within the auto attendant's **Maximum Inactivity** time.

Using time profiles, you can add additional destination sets to use the auto attendant at certain times of day or to use different auto attendants at different times.

7. Click **OK**.
8. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Auto attendant configuration on page 43

# Transferring calls to an auto attendant

Normally calls are directed to an auto attendant by an incoming call route. However, it can also be useful to transfer calls received at an internal extension to an auto attendant.

**Related links**

Auto attendant configuration on page 43
Short codes on page 51

# Programmed buttons

Avaya telephones with programmable buttons can be programmed to access auto attendant services.

## Creating an auto attendant button

### About this task

Use this procedure to set up a programmed button so that a user can use the button to transfer calls to the auto attendant.

### Procedure

1. From the IP Office system configuration, set the action of one of the user's programmable buttons to **Dial**.

2. Set the associated telephone number to **AA**:*Name* where *Name* matches the name of the auto attendant.
3. Select **File** > **Save Configuration** to save the changes back to the system.

## Transferring a call using a programmed button

### Procedure

1. Place the call on hold.
2. Press the button programmed for the auto attendant.
3. Hang up the call at their extension.

   A blind transfer of the held call to the auto attendant occurs.

# SoftConsole

SoftConsole is an application intended for telephone system operators or receptionists. It displays details of calls and allows the system operators or receptionists to quickly see the status of the callers required destination and transfer the call.

## Creating a SoftConsole auto attendant speed dial

### Procedure

1. Click the required **BLF Group** tab.
2. Right-click the speed dial panel and select **New** > **BLF Group Member**.
3. In the **Name** field, enter a name for the auto attendant.
4. In the **Number** field, enter **AA:** *Name* where *Name* matches the name of the auto attendant.
5. Click **OK**.

## Transferring a SoftConsole call using speed dial

### Procedure

1. During a call that you want to transfer to the auto attendant, click **Hold** to place the call on hold.
2. Click the **BLF Group** tab.
3. Click the speed dial created for the auto attendant.
4. Click **Complete Transfer** to transfer the held caller.

# Short codes

The Auto Attendant short code feature can be used to connect to a particular auto attendant. The **Telephone Number** field takes the form **AA:** followed by the auto attendant service name.

Once a short code for a particular auto attendant has been created, callers can be transferred.

### Example

In this example, dialing ***98** connects the user with the auto attendant named *Example*.

| Field | Contains… |
|---|---|
| **Code** | *98 |
| **Feature** | **Auto Attendant** |
| **Telephone Number** | “AA:Example” |
| **Line Group ID** | 0 |

### Related links

Transferring calls to an auto attendant on page 50
Transferring calls using short codes on page 52

## Transferring calls using short codes

### Procedure

1. Press **TRANSFER**.
2. Dial the auto attendant short code.
3. Press **TRANSFER** again to complete the process.

### Related links

Short codes on page 51

# Using an auto attendant to access voicemail

### About this task

A useful function in auto attendants is to let callers access their own voicemail mailbox. This can be achieved by first creating a short code and then using the short code as an auto attendant destination. Use this procedure to create a short code for remote access.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. Do one of the following:
   - To create remote access for a user, in the left navigation pane, click **User** and then select the appropriate user.
   - To create remote access for a hunt group, in the left navigation pane, click **Group** and then select the appropriate hunt group.

3. Click the **Voicemail** tab.
4. Ensure that a **Voicemail Code** has been set. Remote access cannot work without a voicemail code.
5. In the left navigation pane, right-click **Shortcode** and select **New**.
6. Create a short code as in the following example:

| Field | Contains… |
|---|---|
| **Code** | *99 |
| **Feature** | **Voicemail Collect** |
| **Telephone Number** | ? |
| **Line Group ID** | 0 |

7. Click **OK**.
8. Create an auto attendant and select the key that the caller should use. See Creating an auto attendant on page 44 for more information.
   a. Set the **Action** to **Normal Transfer**.
   b. In the **Destination** drop-down box, type the short code.

      Following the example shown in step 6, type `*99`.
9. Click **OK**.
10. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Auto attendant configuration on page 43

# Dial By Name

The Dial By Name feature can be selected as an auto attendant option. Callers selecting this option are asked to dial the name they require and then press **#**. The recording name prompts of matching users are then used to allow the caller to make their selection.

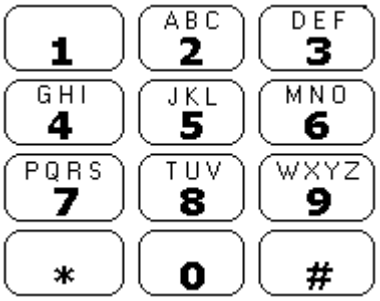
The name order (**First then last** or **Last then first** is set by the **Dial By Name Match Order** setting in the auto attendant on the **Auto Attendant** tab.

The name used for matching is taken from the user's configuration within the IP Office configuration. The **Full Name** is used if set, otherwise the **Name** is used.

Users are excluded from **Dial By Name** if they:

- Are marked as **Ex Directory** (**User** > **User**) in the IP Office configuration.
- Do not have a recorded mailbox name prompt. They can record their own name by dialing ***05** after accessing their mailbox.

The Dial By Name feature assumes that a standard ITU lettered dialing pad is being used.




### How Dial By Name works

1. The caller gets a prompt to dial the name they require and then press **#**.

   For example, dialing **527** matches names starting with JAS (for example “Jason”) and KAR (for example “Karl”).

   Callers can also press ***#** to exit without making a selection.
2. If no matches are found, the caller is given the option to retry.
3. If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list.

   For example, “Press 1 for …”, “Press 2 for …”, “Press 3 for …”, etc.
4. If more then 10 matches are found, the caller is prompted to either press **#** to hear the first 10 matches 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.

**Related links**

Auto attendant configuration on page 43

# Recording Caller Consent

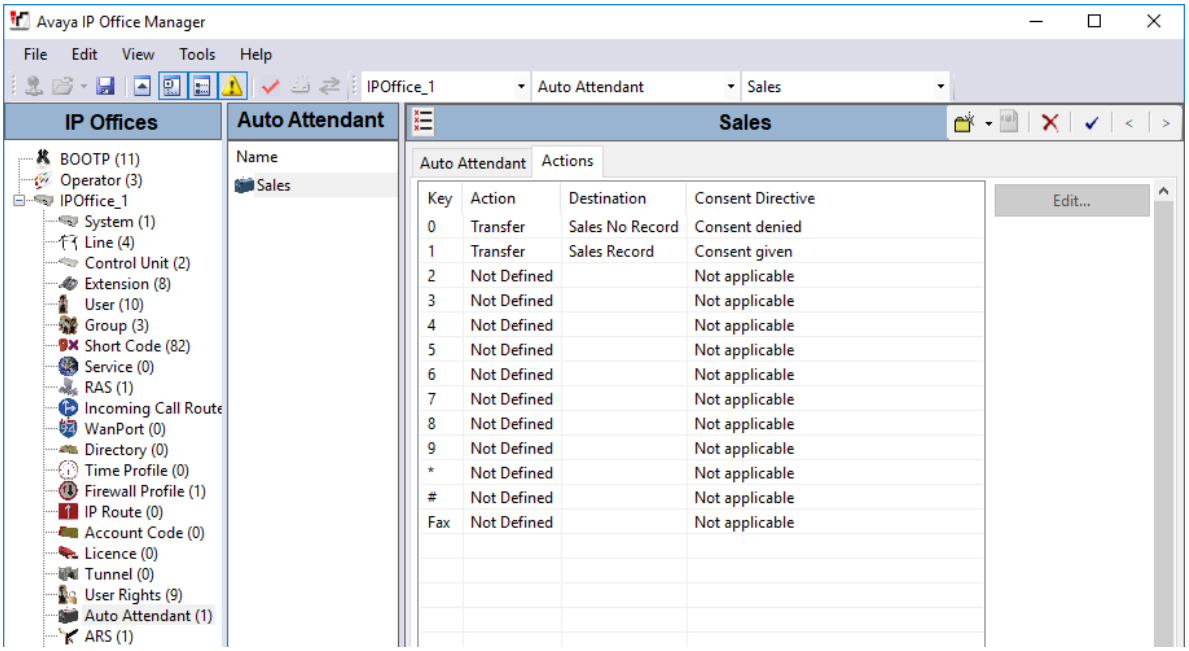
In some scenarios, you may want to prompt the user as to whether they consent to an action or requirement. It may also be a requirement to keep a record of the caller's consent.

When using embedded voicemail, this can be done using the **Consent Directive** settings of each auto-attendant action. These cause a consent value to be included in the system's SMDR output for the call (0 = consent not requested, 2 = consent given, 6 = consent denied). The consent value is also included in available to the system's DevLink3 CTI output.

### Example

The customer has a sales group. If the group is busy, they want to give callers the chance to leave their address details and have someone get in touch later. However, local laws require them also log that the caller consented to the company having a record of caller's address information.

1. In the system configuration, they have setup 2 sales groups with the same members:
   a. One group is configured with voicemail enabled to answer calls if no agent answers in a reasonable time. That mailbox prompts the caller to leave their contact information and an agent will contact them.
   b. The other group is configured with voicemail disabled.
2. An auto-attendant has been created for the sales team calls. The menu actions prompt informs callers “If you are okay with us recording your address and contact details if any agent cannot answer immediately, press 1 and we will contact you. If otherwise, press 0. Note however that we may have to drop calls if our agents are all busy.”




3. The two actions, keys 0 and 1, have been configured to transfer to the caller to the appropriately configured groups.
4. The incoming call route for sales calls has its **Destination** set to `AA:Sales`.

### Related links

[Auto attendant configuration](#) on page 43

# Using pre-recorded auto-attendant prompts

You can convert pre-recorded audio files for use as auto-attendant prompts.

- It can take up to 5 minutes before the system begins using a newly uploaded file.
- If a system administrator records a new prompt from their phone, the pre-recorded file is deleted.
- You can also use pre-recorded files for user mailboxes. See Using pre-recorded auto-attendant prompts on page 56.

The source WAV file must have the following properties:

- 8KHz Mono
- 16-bit PCM Uncompressed

**Related links**

Auto attendant configuration on page 43
Converting pre-recorded files on page 56
Transferring Recordings to Embedded Voicemail on page 57
Configuring an Auto Attendant to use a greeting file on page 57

# Converting pre-recorded files

### Before you begin

The original recording must be in the following WAV file format:

- 8KHz Mono
- 16-bit PCM Uncompressed

### About this task

This task converts the source WAV file recording to the format required by Embedded Voicemail.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. Open IP Office Manager.
2. Select **File** > **Advanced** > **LVM Greeting Utility**.
3. Next to the **Input File** field, click the **…** button and select the WAV file.
4. Next to the **Output File** field, click the **…** button and select the location and file name for the converted file to be save to.
   - This must be a directory to which you have normal file access rights. Attempting to save to a directory that requires administrator rights, such as the IP Office Manager program directory, will cause an error message to be displayed.

5. Enter a **File Name** (without spaces) and click **Save**. This is the name that will be entered into the configuration to use the recording. The file name extension must be `.c11`.
6. In the **Output File Type** field:
    a. To create an auto attendant greeting file, select **Auto Attendant**.
    b. To create a greeting file for a user extension, select one of the following:
        - **Announcement1** — Select for a file to be used as a user's first announcement.
        - **Announcement2** — Select for a file to be used as a users second announcement.
        - **Greeting** — Select for a file to be used as the user's mailbox greeting. This will then replace the default mailbox greeting and any greeting recorded by the user.
        - **Name** — Select for a file to be used on place of the user's extension number in other mailbox prompts.
7. If you are creating an auto attendant greeting, enter a **Recording Name** (without spaces). The name is case sensitive.
8. If you are creating a user greeting, in the **User Extension** field, enter the user's name.
9. In the **Format** drop-down box, select **G711**.
10. Click **OK**.

**Related links**

Using pre-recorded auto-attendant prompts on page 56

# Transferring Recordings to Embedded Voicemail

### About this task

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

### Procedure

1. In IP Office Manager, select **File** > **Advanced** > **Embedded File Management**.
2. Drag and drop the greeting file into the `System SD\SYSTEM\DYNAMIC\LVMAIL\AAG` folder on the System SD card.
3. Wait at least 5 minutes before testing operation. The system does not start using new uploaded files immediately.

**Related links**

Using pre-recorded auto-attendant prompts on page 56

# Configuring an Auto Attendant to use a greeting file

### About this task

The same greeting file can be used by multiple auto attendants.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. Select the **Auto Attendant** form and select or create the required auto attendant.
3. In the **Recording Name** field, enter the name of the greeting to be used.

   This is the **Recording Name** entered during the file conversion, not the actual file name. The name is case sensitive.
4. Once uploaded to the IP Office, the converted files can still be recorded over using the default short codes for recording auto attendant greetings. To prevent this use, deselect the **Enable Local Recording** option of the auto attendant.
5. Click **OK**.
6. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Using pre-recorded auto-attendant prompts on page 56

# Chapter 6: Miscellaneous

This section covers general aspects of embedded voicemail operation.

**Related links**

[Remote mailbox access](#) on page 59
[Mailbox Password Rules](#) on page 60
[Configuring buttons](#) on page 61
[Short Codes](#) on page 62

## Remote mailbox access

Remote mailbox access is accessing a mailbox from any location that does not match the mailbox user's or hunt group's number. That includes both internal and external access.

Remote access is possible only if the mailbox user or hunt group has a voicemail code set in the IP Office configuration.

You can enable remote mailbox access using any of the following methods:

- Direct from an incoming call route
- Using a short code
- Via an auto attendant

### Direct from an incoming call route

An incoming call route can be configured to enable remote access to a mailbox. The option **Voicemail** can be selected as the Destination and/or Night Service Destination of an Incoming Call Route.

### Using a short code

A short code can be created that uses the Voicemail Collect feature but without a mailbox name specified in the **Telephone Number** field. An example is shown below. This short code could be utilized by users on the system as the destination in an Incoming Call Route or as the destination for a auto attendant option.

| Field | Contains… |
|---|---|
| **Code** | *99 |

*Table continues…*

| Field | Contains… |
|---|---|
| **Feature** | **Voicemail Collect** |
| **Telephone Number** | ? |
| **Line Group ID** | 0 |

### Via an auto attendant

An auto attendant can be used to enable remote access to a mailbox. A short code similar to the example above could be entered as the Destination for one of the auto attendant **Normal Transfer** key options. For more information, see Using an auto attendant to access voicemail on page 52.

### Related links

Miscellaneous on page 59

# Mailbox Password Rules

### About this task

The IP Office system controls the rules applied to mailbox passwords. These are:

• Whether the password has a minimum length and what that length is.

• Whether complexity rules are applied when passwords are changed. When applied, the complexity rules are:

- No forward or reverse sequence of numbers, for example 1234 or 4321.
- No repeated digits, for example 1111.
- No match to the extension number.

Note: You can set and change (though not see) mailbox passwords through the system configuration. The passwords set there do not need to comply with the password enforcement rules. However, when the password is changed by the user, the password enforcement rules are applied.

This process sets the voicemail mailbox password rules that the system applies to all mailboxes.

### Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the navigation pane, click **System**.
3. Select **Voicemail**.
4. To apply system-wide password rules, select **Enforcement**. The following settings are then applied when users attempt to set or change their voicemail password.
5. The **Minimum length** setting set the minimum password length allowed. The default is 4 digits.

6. Select whether the system should also enforce additional rules by selecting **Complexity**.
7. Click **OK**.
8. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Miscellaneous on page 59

# Configuring buttons

## About this task

The same features used for embedded voicemail short codes can also be assigned to telephone buttons.

For systems being centrally managed through System Manager, this task cannot be performed using IP Office Manager launched from System Manager. You must first disable **Under SMGR Administration** in **Security Settings** before you perform this task.

## Procedure

1. Using IP Office Manager, receive the configuration from the system.
2. In the left navigation pane, click **User**.
3. Click the required user.
4. Click the **Button Programming** tab.
5. Click the button line that you want to change.
6. Click **Edit**.
7. Next to the **Action** field, click the **…** button.
8. Select **Advanced** > **Voicemail** to display the list of voicemail features.
9. Configure the fields as appropriate. See Button Programming tab field descriptions on page 62 for more information.
10. Repeat steps 4 through 9 for all the keys required.
11. Click **OK**.
12. Repeat this procedure for other users as required.
13. Save the configuration back to the system (**File** > **Save Configuration**).

**Related links**

Miscellaneous on page 59
Button Programming Actions on page 62

## Button Programming Actions

| Action | Description |
|---|---|
| **Voicemail Collect** | Allows access to a mailbox to collect or leave messages. The mailbox and action are determined by the associated telephone number. This takes the form **?***Name* for message collection and **#***Name* for leaving a message. The *Name* variable must match the user or hunt group name set in the IP Office configuration. On suitable phones the DSS key displays `VMCol` followed by the name. |
| **Voicemail Off** | This option switches the diversion of calls to the user or group mailbox off. |
| **Voicemail On** | This option switches the diversion of calls to the user or group mailbox on. When programmed on a DSS key, the action toggles so no separate Voicemail Off key is required. On suitable phones the DSS key displays `VMon`. |
| **Voicemail Ringback Off** | This option switches new message ringback notification off. |
| **Voicemail Ringback On** | This option switches new message ringback notification on. When programmed on a DSS key, the action toggles so that no separate Voicemail Ringback Off key is required. On suitable phones the DSS key displays `VMRB+`. |

**Related links**

Configuring buttons on page 61

# Short Codes

Embedded voicemail supports a number of short code features.

**Related links**

Miscellaneous on page 59
Default short codes on page 62
Short code features on page 64

## Default short codes

The following default system short codes can be used with embedded voicemail.

| Feature / Code | Description |
|---|---|
| **Voicemail Collect** | |
| `*17` | Users can access the mailbox associated with their extension. |
| **Voicemail On** / **Voicemail Off** | |
| `*18`/`*19` | Switches the diverting of callers to the user's mailbox on or off. |

*Table continues…*

| Feature / Code | Description |
|---|---|
| **Voicemail Ringback On / Voicemail Ringback Off** | |
| *48/*49 | Switches new message ringback to the user on or off. |
| **Record Message**<br>The **Record Message** feature is used to record announcements that are used when callers to a user or hunt group are queued. | |
| *91N | To record an Announcement 1 for user or group extension N. |
| *92N | To record an Announcement 2 for user or group extension N. |
| **Auto Attendant**<br>The **Auto Attendant** feature is used to record various auto-attendant prompts. In the default short codes, XX is replaced with the auto-attendant number when dialing. | |
| *81XX | Play and record the auto-attendant's morning greeting. |
| *82XX | Play and record the auto-attendant's afternoon greeting. |
| *83XX | Play and record the auto-attendant's evening greeting. |
| *84XX | Play and record the auto-attendant's menu actions prompt. |
| *800XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 0 key. |
| *801XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 1 key. |
| *802XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 2 key. |
| *803XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 3 key. |
| *804XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 4 key. |
| *805XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 5 key. |
| *806XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 6 key. |
| *807XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 7 key. |
| *808XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 8 key. |
| *809XX | Play and record the auto-attendant's prompt for a park and page action assigned to the 9 key. |
| *850XX | Play and record the auto-attendant's prompt for a park and page action assigned to the * key. |
| *851XX | Play and record the auto-attendant's prompt for a park and page action assigned to the # key. |

**Related links**

Short Codes on page 62

# Short code features

Additional short codes can be added as required using the short code features listed below. For more information about short codes, refer to the IP Office Manager on-line help and user document.

### Voicemail Collect

This short code feature can be used to create short codes for collecting or leaving messages. The exact action is set by the use of either ? or # in the telephone number. For example, “?Main” indicates collection of messages in the mailbox called Main. “#Main” indicates that a user wants to leave a message in the mailbox called Main. Note that the quotation marks are required, and the name must match the user or hunt group whose mailbox is being accessed. For example:

| Field | Contains… |
|---|---|
| **Code** | *99 |
| **Feature** | **Voicemail Collect** |
| **Telephone Number** | “?Main” |
| **Line Group ID** | 0 |

### Question mark

Using just ? in the **Telephone NumberTelephone Number** without quote marks and without a mailbox name allows remote access. The user would be prompted to enter the mailbox number and then the mailbox access code if set.

### Voicemail On/Voicemail Off

These two features switch the diversion of calls to the user mailbox on/off. No telephone number is required for either of these features.

### Voicemail Ringback On/Voicemail Ringback Off

These two features switch new message ringback notification on/off. No telephone number is required for either of these features.

### Auto Attendant

This feature is used for the recording of auto attendant prompts and greetings. Normally the short codes for this are created automatically. However, they can be deleted and reassigned as required. See Recording Prompts on page 48.

### Record Message

Allows the recording of announcement messages for users and hunt groups.

### Shutdown Embedded Voicemail

Allows the Embedded Voicemail service provided by the memory card or System SD card to be disabled. For IP Office Release 6 and earlier systems, this short code should be used before removing a memory card from the system. For IP Office Release 6 and later systems, a memory card shutdown command should be used instead.

### Startup Embedded Voicemail

Allows an Embedded Voicemail service that has been shutdown to be restarted.

**Related links**

Short Codes on page 62

# Chapter 7: Mailbox Maintenance

Embedded voicemail does not support a dedicated client for voicemail configuration and mailbox management. However, using other standard IP Office applications, some mailbox management is possible.

**Related links**


Viewing Mailboxes on page 66
Viewing the Embedded Voicemail Files on page 66
Monitoring Embedded Voicemail on page 67
Monitoring Embedded Voicemail housekeeping on page 68
DTE Port Maintenance on page 69


## Viewing Mailboxes

### About this task

Using the System Status application, it is possible to view the voicemail mailboxes. The details include the number of messages of different types (new, read and saved) in each mailbox.

### Procedure

1. Start System Status and connect to the system. If not installed on the PC, System Status can be started from the system by browsing to its IP address and selecting **System Status**.
2. From the navigation tree select **Voicemail** and then **Mailboxes**.

**Related links**


Mailbox Maintenance on page 66


## Viewing the Embedded Voicemail Files

### About this task

The files for embedded voicemail are all stored on the System SD card inserted into the system. They are all stored in the same folder, there are not separate folders for each mailbox.

### Procedure

1. Start IP Office Manager
2. Select **File** > **Advanced** > **Embedded File Management**.
3. Select the system and enter an administrator name and password.
4. In the navigation tree, select `System SD\SYSTEM\DYNAMIC\LVMAIL`.
5. The files shown are the messages, greetings and prompts for all the mailboxes.
6. Select a file to shown its details in the **File Details** section.

**Related links**

Mailbox Maintenance on page 66

# Monitoring Embedded Voicemail

### About this task

Use the IP Office Monitor application to observe the operation of Embedded Voicemail.

### Procedure

1. Select **Start** > **IP Office** > **Monitor** and connect to the system.
2. Select  > **Filters** > **Trace Options**.
3. To include Embedded Voicemail events on the monitor trace, do the following:
   a. On the **Call** tab, select the options that you want to monitor in the **Embedded Voicemail** section.
   b. Set the **Trace Colour** to a distinctive color.
4. Click **OK**.

```
********** SysMonitor v6.0 (11031) **********
********** contact made with 192.168.42.119 at 10:08:25 15/11/2006 **********
********** System (192.168.42.119) has been up and running for 1day, 19hrs, 3mins
and 7secs(154987775mS) **********
 154987776mS PRN: Monitor Started IP=192.168.42.130 IP 500 4.0(11031) IP500_40
  (IP Office: Supports Unicode, System Locale is eng)
154987776mS PRN: LAW=A PRI=0, BRI=4, ALOG=4, ADSL=0 VCOMP=32, MDM=0, WAN=0,
MODU=0 LANM=0 CkSRC=1
VMAIL=1(VER=2 TYP=3) CALLS=0(TOT=6)
 154987778mS LIST2: IFACE(4) "LAN1","LAN2","DialIn","RemoteManager"
A:\lvmail\ENG\*.*
 155088356mS PRN: LVM Flash A:  NextFlashItemScan: Scanning A:\lvmail\ITA\*.*
155088456mS PRN: LVM Flash A:  NextFlashItemScan: Finished Scanning
A:\lvmail\ITA\*.*
 155088462mS PRN: LVM Flash A:  NextFlashItemScan: Finished Scanning A:\lvmail\*.*
 155088462mS PRN: LVM Flash A:  NextFlashItemScan: END-OF-LIST found
 155088462mS PRN: LVM FlashMan:  FiveMinuteActions: called    2006/11/15 10:10:02
155088520mS PRN: LVM FlashMan:  FiveMinuteActions: Free: 955.9 MBytes ( 92% )
 155088520mS PRN:                 33 Hours 11 Minutes Approx. Remaining
 155088520mS PRN:                 FMML Size: 27
```

### Result

Embedded Voicemail events are now shown in the Monitor trace when running. These events are all prefixed `LVM`.

**Related links**

Mailbox Maintenance on page 66

# Monitoring Embedded Voicemail housekeeping

### About this task

Embedded Voicemail performs housekeeping approximately every 5 minutes, subject to other system activity. You can observe the Embedded Voicemail housekeeping by enabling the **House Keeping** trace option.

### Procedure

1. From the **Start** menu, select **Programs** > **IP Office**.
2. Select **Monitor**.
3. Select **File** > **Select Unit**. The Select System to Monitor window opens.
4. Enter the **Control Unit IP Address** and password. Depending on how the system is configured, the password required is either the system password or the separate monitor password if set.
5. Select **Filters** > **Trace Options**.
6. On the All Settings window, under **Embedded Voicemail**, click the check box for **Housekeeping** to select this option.
7. Click **OK**.

### Result

Embedded Voicemail events are now shown in the Monitor trace when running. These events are all prefixed `LVM`. Details include the approximate remaining message capacity of the memory card.

```
156165753mS LVM(housekeeping): FlashMan:  FiveMinuteActions: called    2009/01/29
06:52:55
156165796mS LVM(housekeeping): FlashMan:  FiveMinuteActions: Free: 426.4 MBytes ( 81% )
156165796mS LVM(housekeeping):                14 Hours 48 Minutes Approx. Remaining
156165796mS LVM(housekeeping):                FMML Size: 35
```

**Related links**

Mailbox Maintenance on page 66

# DTE Port Maintenance

## About this task

Using a serial cable, it is possible to perform a range of commands on the IP Office system running embedded voicemail. See the *Deploying an IP500 V2 IP Office Essential Edition System* manual for details of the cable required and the serial port settings.

**Warning:**

- You must use these options with caution. The DTE interface includes options that can erase the IP Office system software and configuration.
- To exit debug mode after using this process you must reboot the IP Office system.

## Procedure

1. Connect to the IP Office system using a serial cable.
2. Enter `AT`. The IP Office system responds with `OK`.
   - Note that this command and the others below are case-sensitive.
3. Enter `AT-DEBUG`. The IP Office system responds with `Hello >`.
4. Enter `ivm-help`. The IP Office system responds by listing the mailbox and message commands. These are:

| Choice Option | Choice Description |
|---|---|
| **ivm-mbox-show** | Show the details of all mailboxes. |
| **ivm-mbox-show nnn** | Show the details of the mailbox, where *nnn* is the extension number. |
| **ivm-mbox-clear nnn** | Delete all messages, prompts and recordings relating to a mailbox, where *nnn* is the extension number. |
| **ivm-msg-del nnn yy/mm/dd hh:mm:ss** | Delete all messages in a specified mailbox, where:<br>• *nnn* is the extension number.<br>• *yy/mm/dd hh:mm:ss* is the date up to which messages are deleted. If you omit the date, all messages are deleted. |
| **ivm-msg-del-all** | Delete all mailbox messages. |
| **ivm-status-show** | Show the summary of the embedded voicemail status. |
| **ivm-tls-show** | Show the current status of SMTP TLS. |
| **ivm-tls-set Y\|N** | Set the current status for STMP TLS. |

5. When you have completed the required mailbox maintenance, enter `reboot`. This will reboot the IP Office.

## Related links

Mailbox Maintenance on page 66

# Chapter 8: Additional Help and Documentation

The following pages provide sources for additional help.

**Related links**

Additional Manuals and User Guides on page 70
Getting Help on page 70
Finding an Avaya Business Partner on page 71
Additional IP Office resources on page 71
Training on page 72

## Additional Manuals and User Guides

The Avaya Documentation Center website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the Avaya IP Office™ Platform Manuals and User Guides document.
- The Avaya IP Office Knowledgebase and Avaya Support websites also provide access to the IP Office technical manuals and users guides.
  - Note that where possible these sites redirect users to the version of the document hosted by the Avaya Documentation Center.

For other types of documents and other resources, visit the various Avaya websites (see Additional IP Office resources on page 71).

**Related links**

Additional Help and Documentation on page 70

## Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See Finding an Avaya Business Partner on page 71.

**Related links**

Additional Help and Documentation on page 70

# Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

### Procedure

1. Using a browser, go to the Avaya Website at https://www.avaya.com
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

**Related links**

Additional Help and Documentation on page 70

# Additional IP Office resources

In addition to the documentation website (see Additional Manuals and User Guides on page 70), there are a range of website that provide information about Avaya products and services including IP Office.

- Avaya Website (https://www.avaya.com)

  This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.
- **Avaya Sales & Partner Portal** *(https://sales.avaya.com)*

  This is the official website for all Avaya business partners. The site requires registration for a username and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.
- **Avaya Support** *(https://support.avaya.com)*

  This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

  - **Avaya Support Forums** *(https://support.avaya.com/forums/index.php)*

    This site provides forums for discussing product issues.

- **International Avaya User Group** *(*https://www.iuag.org*)*

  This is the organization for Avaya customers. It provides discussion groups and forums.

- **Avaya Learning** *(*https://www.avaya-learning.com/*)*

  This site provides access to training courses and accreditation programs for Avaya products.

**Related links**

Additional Help and Documentation on page 70

# Training

Avaya training and credentials ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the Avaya Learning website.

**Related links**

Additional Help and Documentation on page 70

# Index


## A

Access code ..... 20
Actions ..... 46
Administrator ..... 70
Announcement fields ..... 27, 41
Announcements ..... 20, 26, 40
APIs ..... 71
Application Notes ..... 71
Auto attendant ..... 49
Auto attendant button ..... 50
Auto attendant configuration ..... 43
Auto attendant fields ..... 45

## B

Breakout numbers ..... 20
business partner locator ..... 71
Button configuring ..... 61
Button programming tab fields ..... 62

## C

Changing a user's voicemail configuration ..... 21
Checking the prompt sets ..... 14
Configuring
    IP Office ..... 16
Configuring announcements ..... 26, 40
configuring auto attendant ..... 57
Consent ..... 54
convert pre-recorded audio files ..... 28, 56
courses ..... 71
Creating an auto attendant ..... 44

## D

Dial By Name ..... 53
DTE Port Maintenance ..... 69

## E

Embedded Voicemail
    Overview ..... 7
Embedded VoiceMail ..... 16
    Monitoring ..... 67
Embedded Voicemail mailbox features ..... 8

## F

forums ..... 71

## G

greeting
    pre-recorded ..... 28, 56

## H

Help ..... 70
Hunt group mailbox access ..... 38

## I

Incoming calls
    Routing ..... 49
IP Office
    Configuring ..... 16

## L

Languages Supported ..... 9
LVM Greeting Utility ..... 28, 56

## M

Mailbox access ..... 20
Manuals ..... 70
Message Waiting Indication ..... 20, 30, 37
    Configuring ..... 31, 38
Monitoring
    Embedded VoiceMail ..... 67
Monitoring Embedded Voicemail housekeeping ..... 68

## O

Overview
    Embedded Voicemail ..... 7

## P

Password rules ..... 60
Programmed Buttons ..... 50
Prompts
    Recording ..... 48
    Upgrading ..... 14

## Q

Quick Reference Guides ..... 70

## R


Recording
    Prompts ..... 48
Reloading language prompts ..... 15
Remote Access ..... 59
Reseller ..... 70
Ringback ..... 20
Routing|
    Incoming calls ..... 49


## S


sales ..... 71
SDKs ..... 71
Short codes ..... 51
SMTP fields ..... 24
SoftConsole ..... 51
SoftConsole Speed Dial ..... 51
Speed Dial
    Creating a SoftConsole ..... 51
    Transferring a SoftConsole Call ..... 51
support ..... 71
System Administrator ..... 70


## T


Technical Bulletins ..... 71
training ..... 71, 72
Transferring a call using a programmed bButton ..... 51
Transferring a Call Using Speed Dial ..... 51
Transferring calls to an auto attendant ..... 50
Trusted Locations ..... 31


## U


Upgrading
    Prompts ..... 14
Uploading additional language prompts ..... 15
User Guides ..... 70
User mailbox configuration ..... 20
Using an auto attendant to access voicemail ..... 52


## V


Viewing Files ..... 66
Viewing Mailboxes ..... 66
Visual Voice
    Configuring Button ..... 32
    Configuring MESSAGES Button ..... 33
Voicemail Email ..... 20
Voicemail reception ..... 20


## W


websites ..... 71