



IP Office

Voicemail

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Voicemail

Introduction to Voicemail

This document covers the installation and usage of Voicemail Lite. Voicemail Lite consists of a Voicemail Lite Server application.

This application is installed onto a server PC connected to the PBX via the LAN. Once installed and communicating with the PBX, the Voicemail Lite Server automatically creates mailboxes for all users and groups on the PBX.

Whenever the PBX is rebooted, the Voicemail Lite Server matches changes to the PBX configuration.

- **Maximum Message Length = 60 seconds.**
The Voicemail Lite is restricted to a maximum message length of 60 seconds for any message.
- **Automatic Message Deletion**
Messages are automatically deleted from the server 24 hours after being played unless set as saved by the mailbox user.

Voicemail Pro

Voicemail Pro supports all the features of the standard Voicemail Lite Sever. It also supports a range of additional features including:

- Installation as an NT/Windows 2000 service.
- Variable maximum message length.
- Support for a server password, which must be mirrored on the PBX for greater access security.
- The programming interface for Voicemail Pro allows customisation of the voicemail features and options presented to selected, users, group and short codes.
- Support for more simultaneous voice channels.

The installation and use of Voicemail Pro is covered in separate documentation. However, since the Voicemail Pro Server supports all the features of the Voicemail Lite Server, much of this document is still applicable.

Installation

Voicemail Server Installation Requirements

Check the following requirements before installing the voicemail software onto the voicemail server PC.

PC

The PC used as the voicemail server should be:

- A Windows 9x or Windows NT4 or higher PC.
- A Pentium 166MHz or higher.
- It is strongly recommended that the server PC is dedicated to this task and is located in a non-public area.

Network

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

- It is preferable that it is on the same network segment as the PBX.
- The PC should have a fixed IP address. While PC's in a DHCP network usually retain the same IP address between reboots this is not guaranteed.
 - If the PBX is acting as a DHCP server, in default it will use addresses up to 192.168.42.200 for DHCP, leaving higher addresses free for devices that require fixed IP addresses.

Disk Space

The Voicemail Server installation requires 170MB of disk space, however you should note that recorded messages consume about 1MB of disk space per minute.

- For a small office, you can expect to require at least 200 minutes of message recording space, ie. 200 MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, ie. 1Gbyte.

Email Connection

If the Voicemail Server PC has a MAPI compliant email client program, that program can be used for voicemail to email functions. Sending an email directly from the email client program tests email connectivity.

- Outlook 97/98 supports MAPI.
- Outlook Express can be configured to enable MAPI.

Number of Simultaneous Users

All connections to the voicemail server from the PBX are via the LAN. The maximum number of simultaneous voicemail connections depends on the PBX.

- **IP 401:** Maximum of 2 data channels for Voicemail Lite.
- **IP 403:** Maximum of 4 data channels for Voicemail Lite.
- **IP 406:** Maximum of 4 data channels for Voicemail Lite.
- **IP 412:** Maximum of 4 data channels for Voicemail Lite.
- Note that the PBX may support a higher number of data channels. The figure above are the maximum that can be assigned to voicemail operation. Note also that data channels can be used for other purposes, which may reduce the number available for voicemail at any time.

Installation

1. Ensure that there are no versions of Voicemail Server already installed on the PC.
 - After uninstalling any existing versions, always reboot the PC before proceeding to install the new version. Uninstalling an old version will not delete existing messages, greetings and registry entries.
2. Ensure that the date and time on the server PC are correct. Once installed, the Voicemail Server acts as the time source for the PBX.
3. Simply run setup from the Admin CD and follow the instructions. Select **Voicemail** from the list of installable components.
4. Add a shortcut to the **vmlite.exe** file to the PC StartUp folder. Then restart the PC.
5. Following the restart, the Voicemail Console should be visible in the Taskbar. If you open the Voicemail Console it should show a series of messages as it communicates with the PBX and sets up mailboxes for the users and groups on the PBX.
 - For details of the Voicemail Console screen see "The Voicemail Lite Console" on page 10.
6. You can now proceed with configuring the PBX to use the Voicemail Server, see "PBX Configuration" on page 6.
7. At an extension, dial ***17** (the default short code to access the extensions Voicemail), you should see response in the Voicemail Console and hear the Voicemail through the extension.
8. Minimize the Voicemail Console. Do not close the Voicemail Console as that stops the Voicemail Server and all voicemail operation.

PBX Configuration

The PBX must be configured to recognize which PC is acting as the Voicemail Server. The PBX is configured via the Manager application and these settings can be found in the **Voicemail** tab of the **System** configuration form.

1. Start the Manager program and load the system's current configuration.
2. Select **System** and then the **Voicemail** tab. Check the following settings:
 - **Voicemail Type:**
Select **PC** for Voicemail Lite operation.
 - **Voicemail Destination:**
Not used for Voicemail Lite.
 - **Voicemail IP Address :**
Enter the IP address of the PC on which the Voicemail Server is running. This may be set to 255.255.255.255 (a broadcast address) if there is only one Voicemail Server on the network.
 - **Voicemail Password/Confirm Password :**
Only used by Voicemail Pro, leave blank.
3. In the **Telephony** tab, check that the **Default Allocated Answer Interval** is greater than 7 seconds.
4. Save the new configuration and then upload it to the PBX.

User Configuration

The following options are configured via the **Voicemail** tab for each individual **User** within Manager.

- **Voicemail Code:** *Default = Blank*
A code (1-7 digits) used by the Voicemail Server to validate access to this User's Voicemail box. This is required when users retrieve Voicemail messages remotely, ie. from another user's extension or from an external telephone, eg. a cell phone. If remote access is attempted and a Voicemail Code has not been configured the message "Remote access is not configured on this mailbox" will be played.
- **Confirm Voicemail Code:**
The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*
When a new Voicemail message is received by the user, the WAV file created can be sent to an email account. Enter the email address to be used by the Voicemail Server, eg. jbloggs@bloggs.com. This address is passed to the MAPI interface on the Voicemail Server, see "Integration with Email" on page 16.
- **Voicemail Reception:** *Default = Blank*
When connected to a User's Voicemail the caller can press 0 to be transferred to either an internal number, eg. Reception or to an external number, eg. a cell phone. Enter here the telephone number to be used. The User should announce this facility in their greeting message, eg. "John Smith is not available today, you may leave a message or press 0 for Reception".
 - Note: that this transfer is a "blind" transfer, and if "reception" is busy, with no call queuing configured, the caller will have no further options and will be put through to Voicemail.
- **Voicemail On:** *Default = On*
Controls if Voicemail is available for this extension.
- **Voicemail Help:** *Default = Off*
When retrieving Voicemail messages users can be given a recorded message helping them to use the Voicemail facility - "For help at any time press 8." This option will turn this facility on or off.
- **Voicemail Ringback:** *Default = On*
If enabled and a new message has been received, the Voicemail server will call 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.
- **Voicemail Email Mode:** *Default = Off*
Controls the method of operation of Voicemail Email above.
 - **Off:** Do not automatically send a new message to the email account
 - **Copy:** Copy all messages to the email account
 - **Forward:** Forward all messages to the email account and delete from the Voicemail Server.
 - **Alert:** Send an email message without attaching the Voicemail file. This may be used with Email gateways to Pagers.

User Source Number Configuration

This tab in the **User** form gives a list of Dial In Source Numbers.

- **Telephone Number:** *Default = V plus own extension number*
Right-click within the Telephone Number box and select **Add**.
 - **V = Voicemail access**
To allow a User to collect Voicemail without being prompted for their Voicemail Code, prefix the number with a "V", eg. V201, or V7325551234. By default, each user is configured with their extension as a "trusted location" which enables them to dial *17 (default) from their own extension to collect Voicemail messages.
 - **H = Voicemail Ringback for a Hunt Group**
To instruct the Voicemail Server to call the user when a new message has arrived for a Hunt Group prefix the Hunt Group name with a "H", eg. HSales
 - **P = Voicemail Ringback to any location**
To instruct the VoiceMail Server to call the user at a location other than his own extension when a new message is received, prefix the number with a "P", eg. P7325551234. This facility is only available when using VoiceMail Pro through which the user must have a Callback start point setup.


Hunt Group Configuration

The following options can be configured via the **Voicemail** tab of the **Hunt Group** form in Manager.

- **Voicemail Code:** *Default = Blank*
A security code (1-7 digits) used by the Voicemail Server. This is required when users retrieve Voicemail messages for this Hunt Group remotely, ie. from an extension not a member of the Hunt Group or from an external telephone, eg. a cell phone.
- **Confirm Password:**
The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*
Messages for this Hunt Group can be sent to an email account. Enter the email address, eg. jbloggs@bloggs.com. Select the required Voicemail Email mode below. The Voicemail message is received by the email application as a .wav file and played through the speakers of the PC.
- **Voicemail On:** *Default = On*
Each Hunt Group can use Voicemail to collect group related messages. Use this option to turn this feature on or off.
- **Voicemail Help:** *Default = Off*
When retrieving Voicemail messages users can be given a recorded message helping them to use the Voicemail facility - "For help at any time press 8." This option will turn this facility on or off.
- **Voicemail Email mode:** *Default = Off*
If a Voicemail Email address has been entered above, select one of the following modes:
 - **Off:** Voicemail messages or notifications will not be sent to the email account automatically.
 - **Copy:** A copy of the Voicemail message is sent to the email account.
 - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
 - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

Queuing

Additional the **Queuing** tab for a **Hunt Group** contains the following options:

- **Queuing On** : *Default = On*
If selected (default) queuing will be available for this Hunt Group.
- **Queuing Limit**: *Default = Blank*
This features sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller hears busy tone or be passed to Voicemail (if operational).
- **Queue Ring Time**: *Default = 10 seconds*
This facility defines the time (in seconds) before the caller is placed in the queue.

An additional option in the **Hunt Group** tab control the interaction of queuing and the overflow group.

- **Overflow Time**: The Overflow Time will allow the use of both the queuing and overflow facilities. This feature defines the time (in seconds) the caller will be held in the queue before being passed to the Overflow Group. If all extensions in the Overflow Group are also busy the caller will be returned to the queue. If an Overflow Time is not specified calls will be passed directly to the Overflow Group and the queuing facility will not be used.

The Voicemail Lite Console

The Voicemail Lite Console allows you to see the interaction between to the Voicemail Lite Server and the PBX. It consists of a series of messages between the two. The nature of the message may be useful in diagnosing problems.

The console provides a number of commands. These commands only affect the display of messages in the Voicemail Console and do not alter the Voicemail Server operation in any way.

- **Freeze**
Halt the display of further messages.
- **Run**
Restart the display of messages following a Freeze command.
- **Save**
Save the current list of messages to a text file.
- **Clear**
Clear the display of messages.

Using Voicemail

Call Routing

If a user has voicemail enabled (see "User Configuration" on page 7), calls will be automatically routed to Voicemail if:

1. The extension is busy and Call Waiting has not been enabled.
2. The user has **Do Not Disturb** set or the extension is not answered within the **Allocated Answer Interval** as set in the Manager program (default 15 seconds).

The caller hears the standard greeting message. A user can record their standard greeting message at any time. See "Change a Greeting Message" on page 14.

When new messages are received the telephone caller display or PC application will be updated to show the number of new messages waiting. If **Voicemail Ringback** is enabled, the Voicemail Server will ring the user's extension to attempt to deliver new messages after the user next uses the telephone .

All messages are stored until they have been listened to and then are deleted after 24 hours unless they are manually saved or forwarded to email by the user.

At any stage while listening to Voicemail messages the user can ask for online help by pressing **8**.

A user can turn Voicemail and Voicemail Ringback on or off via Phone Manager or using the default short codes as follows:

- ***18** - To turn Voicemail on
- ***19** - To turn Voicemail off
- ***48** - To turn Voicemail ring back on
- ***49** - To turn Voicemail ring back off

Accessing Voicemail

Voicemail can be accessed from the user's extension by dialling ***17** (default short code).

The user may be greeted with a reminder to press **8** for Help if they have Voicemail Help enabled. They then hear the number of new messages they have (if any). The system will then playback all new messages.

Once new messages have been listened to, they are then considered old messages and will automatically be deleted 24 hours after they were first heard. The system will play all old messages after the new messages, allowing the user to hear new messages twice if required.

- If that a message is left and that message is retrieved on the same day then only the time will be given.
- If a message is retrieved the day after it was left then the date is referred to as 'yesterday', then followed by the time.

Any messages older than two days will be given the appropriate date.

Voicemail Help Menu

The following facilities are available when using Voicemail. The user can press **8** at any time to listen to this Help Menu.

- **1** - Play Old Messages
- **2** - Play Saved Messages
- **3** - Edit your greeting
- **4** - Delete the Message (you are currently listening to)
- **5** - Save the message (you are currently listening to)
- **6** - Forwarding options
- **7** - Repeat the last Message
- **8** - Help
- **9** - Skip the message
- ****** - Call back the sender (while listening to the message internally only)
- ***01** - Direct all messages to email
- ***02** - Send email notification
- ***03** - Turn off email functions
- ***04** - Change your access code.

Additional features (not announced)

- **#** - Rewind message
- ***** - Forward message
- **0** - Pause message or Voicemail Reception.

Dialpad Key Commands

The following commands are available when using Voicemail:

When depositing messages: -

1. Dial **0** at any time to leave the Voicemail server and call the number configured in "User" "Voicemail Reception". You should advise users of this facility via your personal greeting message.
2. Dial **8** during the greeting message to collect Voicemail for that User.

When entering Mailbox number or Voicemail code: -

1. Dial ***** or **#** to restart entry.

When collecting Voicemail and listening to messages: -

1. Dial **1** to play current messages
2. Dial **2** to play saved messages
3. Dial **3** to review greeting messages
4. Dial **4** to delete the current message. (Enter before end of CLI announcement.)
5. Dial **5** to save current message in the saved message area.
6. Dial **6** to forward the current message to Email.
7. Dial **7** to repeat current message
8. Dial **8** for help and to escape from message replay
9. Dial **9** to skip current message
10. Dial ***** to rewind message
11. Dial **#** to fast forward message

When Recording / Altering Greetings: -

Hunt Groups will first hear:

1. Dial **1** to review standard greeting message.
2. Dial **2** to review out of hours greeting message.
3. Dial **3** to review you "are waiting in a queue" message.
4. Dial **4** to review you "are still waiting in a queue" message.
5. Dial **8** to escape when finished.

Then for Hunt Groups and Users: -

1. Dial **1** to listen to greeting message.
2. Dial **2** to record new greeting message.
3. Dial **3** to save (new) greeting message or for playing then recording a caller's message.
4. Dial **4** to save (new) greeting message or for playing as a continuous loop.
5. Dial **8** to escape when finished.

Other commands: -

1. Dial ***01** to Forward all current and new messages to Email.
2. Dial ***02** to cancel Forward/Alert.
3. Dial ***03** to Forward all current and new messages to Email without the .wav file (Alert Function).

Note: These three setting will be lost if the Voicemail Server restarted.

Change a Greeting Message

A user can record a personalized greeting message by pressing 3 while in their mailbox.

The following options are given:

1. Hear your greeting message.
2. Change your greeting message.
3. Save your greeting message.
4. Save your message for playing on a continuous loop.

- **Hear your greeting message**

By pressing 1, your current message will be played to you. This option also allows you to hear the message you have just recorded so that you can then decide to rerecord it or save it.

- **Change your greeting message**

By pressing 2, you can record a new greeting message. You will be asked to speak after the tone and then press 2 at the end of the message. The system will see the 2 as the end of message and return to the menu, where you can press 1 to hear the new message and then press 3 to make the recording active. If you do not wish to use the recording you can rerecord it or just hang up and the previous greeting will still be in use.

- **Save your greeting message**

Pressing 3 will allow you to save the new message you have just recorded. If you hang up before pressing 3 the previous greeting will be used.

- **Save your message for playing on a continuous loop**

This option can be used to continually play the greeting. Callers will not be able to leave a message, but may still press '0' to go to "reception" (Voicemail Reception must be enabled).

Forwarding Options

A user can press 6 after listening to a message and the following options will be available:

- **1** - Forward message to email.
- **2** - Forward message to other extensions.
- **3** - Prepend a header message.
- **4** - Send message to your saved messages list.
- **#** - Skip this forwarding.

- **Forward message to email**
To forward the current message to an email account, press 1.
To be able to use this facility, an email address must be entered within the Voicemail tab of the User configuration form in the Manager program.
The message "Email not enabled on this mailbox" is heard if Voicemail Email has not been configured.
- **Forward message to other extensions**
To forward the current message to other users, press 2. You will be prompted to supply the list of extensions. Separate each extension with a # and finish with another #, eg.
 - To forward a message to extensions 201, 202 and 203 key in:
201#202#203##
 - To forward message to extension 201 only, key in: 201##
- **Prepend a header message**
To forward the current message to other users and attach your own message, press 3. You will be prompted to record your message and then press any key to finish recording. Then key in the list of extensions using a # to separate each extension. Finish the list with another #. See the examples above.
- **Send message into your saved messages list**
This is the same as pressing '5' from the main menu and will save the message until deleted.

Voicemail Reception

After a caller has been routed to Voicemail, a user may wish to give the caller the option to be transferred to another extension to assist further with the enquiry, eg. Reception, an assistant or to an external number such as the user's cell phone.

To give the caller this option **Voicemail Reception** must be enabled. In the Voicemail tab of the User's configuration form in the Manager program enter the extension or external number in the Voicemail Reception box.

Then the user should record a new greeting message informing callers that if they press **0** they will be transferred to this number.

Transfer a call to Voicemail

The facility to be able to transfer a call directly to a user's Voicemail is available using the eConsole or Phone Manager applications. For users not using these applications a short code can be created, for example:

- **Short Code:** *201
- **Telephone Number:** "#Extn201"
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Note: when creating short codes for use with Voicemail, the **?** indicates "collect Voicemail" and the **#** indicates "deposit Voicemail".

Integration with Email

Voicemail messages are stored on the Voicemail Server PC as .WAV files and these files can be sent to an email account. The email address should be entered in the Voicemail Email parameter in the Voicemail tab of the User's configuration form in the Manager program.

It is possible to forward your Voicemail messages to an email account. This can be done for all messages or on individual selection. It is also possible to control this forwarding remotely, eg. you are working at home and have an Email connection to your office, telephone the Voicemail server and switch all new messages to email, so you do not have to telephone again to collect any Voicemail messages.

This feature uses the MAPI interface of the email client on the PC. Microsoft provides Windows Messaging/Microsoft Exchange/InBox free as part of Windows, these have a MAPI interface. If you can send a message via one of these clients, then the Voicemail server will also be able to. Use this to check that the problem is with the email on the PC as opposed to the Voicemail Server application. The MAPI interface is not activated until there is an email to be sent. Outlook 97/98 also works with MAPI. Outlook Express has a configuration option to enable MAPI.

Each User and Hunt Group can use Voicemail Email and the default mode - off, copy, forward or alert - can be configured via the Manager program. A User can also select to forward individual messages by pressing **6** after listening to the message.

Using Voicemail to Give Error Messages

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

1. Create a user that will allow you to record the message and give this user a Voicemail Code, eg.
 - Name: Barred
 - Full Name: Internal calls error message
 - Extension: 403

2. Use a short code to access the user's Voicemail to enable you to record the message, eg.
 - **Short Code:** *95
 - **Telephone Number:** "?Barred"
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect

3. Record a new greeting message for the above user, eg. "International calls are not permitted" and save as a Continuous Loop. See "Change a Greeting Message" on page 14

4. Create a short code so that when a user dials an international call they will be played the error message, eg.
 - **Short Code:** 00N
 - **Telephone Number:** "#Barred"
 - **Line Group ID:** 0
 - **Feature:** VoicemailCollect

Accessing Voicemail Remotely

Remote Access Voicemail Code

A user can access Voicemail from his own extension using *17 (default short code). However to access Voicemail from any other location an access code must first be configured.

In the Voicemail Tab of the User's configuration form in the Manager program, enter a 1-7 digit number in the Voicemail Code box.

Access from Another Extension

1. Dial the extension required.
2. Press **8** during the greeting message
3. Enter the Voicemail Code when requested

Direct Access from Any Extension for All Users

To use this facility a short code must be created, eg.

- **Short Code:** *98
- **Telephone Number:** "?Anonymous"
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Any user can now dial *98 from any extension. They are prompted for their mailbox number (extension number) and Voicemail Code.

Direct Access from Any Extension for a Specific User

To use this facility a short code must be created, eg.

- **Short Code:** *98
- **Telephone Number:** "?Extn201"
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

The user, Extn201, can now dial *90 from any extension then enter his Voicemail Code to access his Voicemail messages.

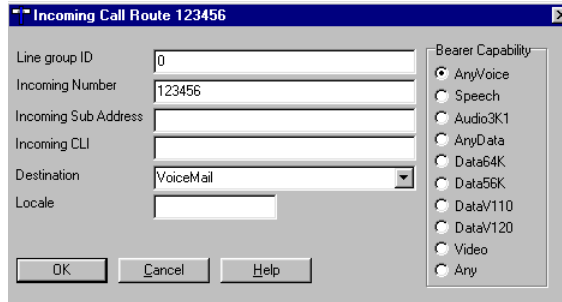
Direct Access from an Extension Recognized by the Voicemail Server

If a user regularly accesses his Voicemail messages from another extension, this extension number can be set up as a "trusted location". For example in the **Source Numbers** tab of the **User's** form for extension 214, add an entry **V204**.

Now when the user, Extn214, dials *90 from extension 204 he will not be prompted for his Voicemail Code. See "User Source Number Configuration" on page 8.

Accessing Voicemail from an External Location

If users wish to access their Voicemail messages when away from the office an Incoming Call Route can be used for this facility. The Incoming Call Route must be set up with the destination as Voicemail, eg.



When users dial this number they will be prompted for their mailbox number (extension number) and Voicemail Code.

Direct Access from an External Location Recognized by the Voicemail Server

If a user regularly accesses his mailbox from the same location, this number can be set up as a "trusted location". In the **Source Numbers** tab of the **User** form in the Manager program add an entry **V** followed by the telephone number eg **V7325551234**.

When the users dials the number set up as the Incoming Call Route to Voicemail from the "trusted location", he will not be prompted for his mailbox number or Voicemail Code. See "User Source Number Configuration" on page 8.

Hunt Groups

Hunt Group Voicemail

If enabled (see "Hunt Group Configuration" on page 9), calls to a Hunt Group will be automatically routed to voicemail if all available extensions have been rung for the number of seconds defined in the PBX's **Allocated Answer Interval** parameter (15 seconds default).

Accessing Hunt Group Voicemail

To access messages for a Hunt Group, a short code should be created, eg.

- **Short Code:** *99
- **Telephone Number:** "?Sales"
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Members of the Sales Hunt Group can now dial ***99** from their own extensions to access Voicemail messages. To use this short code to access Voicemail from an extension that is not a member of the Hunt Group a Voicemail Code should be configured for this group.

Voicemail Ringback

Voicemail Ringback for Hunt Groups can be achieved by entering a "trusted location" in the designated user's **Source Numbers** tab in their **User** form. For example, enter **HSales** - when a new message is received by the Sales Hunt Group, the Voicemail Server will ring this user and present new messages that have been received by the Hunt Group. If this extension is not a member of the Sales Hunt Group, the user is asked to enter the Voicemail Code. See "User Source Number Configuration" on page 8.

Out of Hours

You may only require Voicemail during the evenings or at weekends but not during normal office hours. This is possible by using Hunt Groups, which can be switched into different operational modes automatically by using timebands or manually by dialling short codes to place a Hunt Group into Night Service or Out of Service mode.

When a Hunt group is in Night Service or Out of Service mode, the caller will get "Busy" or if Voicemail is available played the Out of Hours greeting or alternatively all calls will be forwarded to the Fallback Group if selected.

Each Hunt group has a Time Profile option and if configured is only considered active during the time period defined. Outside the time period the caller hears the busy tone or if Voicemail is available played the Out of Hours greeting or alternatively all calls will be forwarded to the Night Service Fallback Group if selected.

It is thus possible to forward one Hunt Group to a different Hunt Group when out of hours operation is required. The Fallback Group can then ring different extensions and if required go onto Voicemail if the call is unanswered.

Edit Hunt Group Greeting Messages

A user can edit the greeting messages for a Hunt Group by pressing 3. However you will be given the following options:

1. Standard greeting
2. Out of Hours greeting
3. You are in a queue greeting
4. You are still in a queue greeting

The standard greeting is used when the Hunt Group is In Service and all the available extensions can not be answered. The Out of Hours greeting message is used when the Hunt Group is in Night Service, Out of Service or out of hours specified by a Time Profile and fallback groups are not being used. The remaining two greeting messages are used when a caller is held in a queue.

The following menu then follows all of the above options:

1. Hear your greeting message
2. Change your greeting message
3. Save your greeting message
4. Save your greeting message for playing on a continuous loop

After pressing 2 to change the message, you will be prompted to press 2 again when you have finished recording. You will then be returned back to the menu to enable you to hear the new message, rerecord or save the message.

Queuing

If enabled, a call will be held in a queue when **all** extensions in the Hunt Group are busy. The **Queue Ring Time** defines the number of seconds the caller hears the ringing tone before being played the "You are in a queue greeting". The caller will then be placed on hold for 20 seconds and then played the "You are still in a queue greeting". Again the caller is on hold for a further 20 seconds and then played the still queued message again. This sequence is repeated until the call is put through to the first available extension.

Glossary of Terms

MAPI

Messaging Application Programming Interface - Part of Microsoft's Window's Open Service Architecture (WOSA). Allows programs and devices to send emails via email clients if those client support MAPI.

Trusted Location

A number that has been entered into the user's Source Numbers as a location from which they want to access their mailbox without being asked to enter their voicemail code. This can be an internal extension or an external number.

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