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# **IP Office 3.0**

## **Voicemail Lite Installation & Maintenance**



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# Voicemail Lite

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## Voicemail Lite

Voicemail Lite is provided as an unlicensed application on the IP Office Administrator's CD.

Key features are:

- Does not require a license key.
- Maximum Message Length = 120 seconds:  
The Voicemail Lite is restricted to a maximum message length of 120 seconds for any message.
- Maximum of 4 Simultaneous Users (2 on IP 401)  
See Number of Simultaneous Voicemail Users.
- Runs mailboxes in IP Office mailbox mode only. Voicemail Pro is required for Intuity emulation mode.
- Supports basic voicemail email (MAPI only).
- Runs as a server program only (Voicemail Pro runs as a service on Windows NT/2000 platforms).
- Supports basic mailbox customization :
  - Pin code.
  - Ringback.
  - Reception.
  - Voicemail On/Off.
  - Email address.
  - Voicemail email on/off.

## Number of Simultaneous Voicemail Users

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

IP Office	Data Channels	Maximum for Voicemail Lite	Maximum for Voicemail Pro
IP 401	2	2	2
IP 403	18	4	10
IP 406 V1	24	4	20
IP 406 V2	40	4	20
IP 412	100	4	30
Small Office Edition	Up to 18	4	10

- **Data Channels**

The IP Office may support a higher number of data channels. The figures shown above are the maximum that can be simultaneously used for voicemail operation.

- Note: The IP Office telephone system uses data channels for functions other than voicemail connections. This may reduce the number of data channels available for voicemail.

- **VoIP/VCM Channels**

Though linked to the IP Office via a LAN connection, voicemail does not use VoIP VCM channels. The voicemail server is seen as a device on the IP Office's TDM telephony interface.

- Call to/from voicemail involving non-IP trunks and extensions do not use VCM channels.
- Calls to/from voicemail from IP trunks and extensions do use a VCM channel.

## User, Group and Mailbox Names

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

This method of operation has the following consequences:

- **WARNING: Mailboxes are based on names**

For all users and groups, if their name is changed, they may no longer be associated with their former mailbox and any associated Voicemail Pro start points.

- **WARNING: Voicemail is case sensitive**

Voicemail is case sensitive. If a mailbox or start point name is entered incorrectly within a Manager or Voicemail Pro, the intended operation will not occur and the call may be disconnected.

- **WARNING: Voicemail removes spaces at the end of mailbox names**

If spaces are left at the end of a mailbox user's name within Manager, when Voicemail creates the mailbox, the space at the end of the name is dropped. When this occurs the mailbox cannot be found as there is a mismatch between the user name and directory.

---

## Language Support

Initially the voicemail system attempts to provide prompts to callers and mailbox users based on the **Locale** set in the IP Office Manager application's **System** form.

If the necessary set of language prompts are not available, the nearest available match is used. **Note** that English (UK) or English (US) prompts are always installed regardless of other language selection made during installation.

Individual users can have their own Locale setting. Voicemail will then provide them with appropriate language prompts if available. This is done either through the Manager application's User form or through the language choice on some telephones (refer to the appropriate telephone User Guides).

The list below shows the languages available for different voicemail servers and mailbox operation modes.

- Supported Languages:

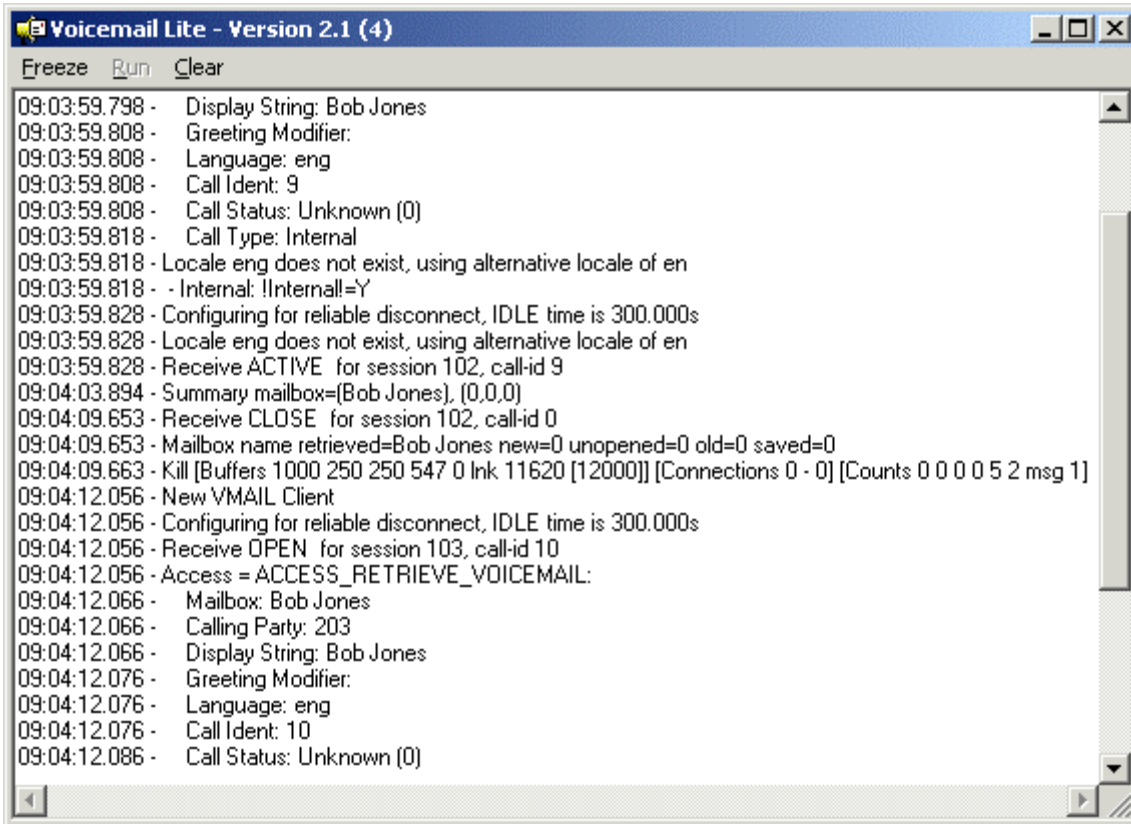
- Chinese
- Danish
- Dutch
- English (UK)
- English (US)
- Finnish
- French (Standard)
- French (Canadien)
- German
- Greek
- Hungarian
- Italian
- Korean
- Norwegian
- Polish
- Portuguese (Standard)
- Portuguese (Brazilian)
- Russian
- Spanish
- Spanish (Latin)
- Swedish

- **Supported Languages and Countries**

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

## The Voicemail Console

Voicemail Lite installs as a server program, referred to as the Voicemail Console. This program must be running for voicemail to operate. The program provides a console window that allows you to see messages between the voicemail server and the IP Office. The nature of the messages may be useful in diagnosing problems.



```
Voicemail Lite - Version 2.1 (4)
Freeze Run Clear
09:03:59.798 - Display String: Bob Jones
09:03:59.808 - Greeting Modifier:
09:03:59.808 - Language: eng
09:03:59.808 - Call Ident: 9
09:03:59.808 - Call Status: Unknown (0)
09:03:59.818 - Call Type: Internal
09:03:59.818 - Locale eng does not exist, using alternative locale of en
09:03:59.818 - -Internal: !Internal=Y
09:03:59.828 - Configuring for reliable disconnect, IDLE time is 300.000s
09:03:59.828 - Locale eng does not exist, using alternative locale of en
09:03:59.828 - Receive ACTIVE for session 102, call-id 9
09:04:03.894 - Summary mailbox=(Bob Jones), (0,0,0)
09:04:09.653 - Receive CLOSE for session 102, call-id 0
09:04:09.653 - Mailbox name retrieved=Bob Jones new=0 unopened=0 old=0 saved=0
09:04:09.663 - Kill [Buffers 1000 250 250 547 0 Ink 11620 [12000]] [Connections 0 - 0] [Counts 0 0 0 0 5 2 msg 1]
09:04:12.056 - New VMAIL Client
09:04:12.056 - Configuring for reliable disconnect, IDLE time is 300.000s
09:04:12.056 - Receive OPEN for session 103, call-id 10
09:04:12.056 - Access = ACCESS_RETRIEVE_VOICEMAIL:
09:04:12.066 - Mailbox: Bob Jones
09:04:12.066 - Calling Party: 203
09:04:12.066 - Display String: Bob Jones
09:04:12.076 - Greeting Modifier:
09:04:12.076 - Language: eng
09:04:12.076 - Call Ident: 10
09:04:12.086 - Call Status: Unknown (0)
```

The console provides a number of commands. These commands only affect the display of messages within the console window and do not alter the voicemail server operation in any way.

- **Freeze**  
Halt the display of further messages. This is the default condition of the console when started.
- **Run**  
Start the display of messages.
- **Clear**  
Clear the display of messages.

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# Voicemail Lite Installation

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## PC Requirements

The PC used as the voicemail server should have:

- A Windows 98 (2nd Edition), NT4 (SP6), 2000 (SP2) or XP Professional PC.
- A Pentium 4, 2.4GHz or higher with 256MB RAM.
- A 100Mbps network card is strongly recommended.
- It is strongly recommended that the server PC is dedicated to this task and is located in a non-public area.
- Installation on the same PC as being used for IP Office Manager is recommended.
- Switch off any PC and hard disk sleep/power down modes.

---

## Network

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

- We strongly recommend that the voicemail server PC is connected to the IP Office Control Unit via a switching LAN hub. If this is not possible then the server should be directly connected to the IP Office Control Unit.
- The PC should have a fixed IP address. Whilst PC's in a DHCP network usually retain the same IP address between reboots this is not guaranteed.
- If the IP Office is acting as a DHCP server, it defaults to using 192.168.42.2 to 192.168.42.201 for DHCP clients. This leaves 192.168.42.202 to 192.168.42.254 for devices that require fixed IP addresses.

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## Disk Space

Voicemail Lite installation requires 250MB of disk space, however you should note that recorded messages consume an additional 1MB of disk space per minute.

- For Avaya IP Office - Small Office Edition, you can expect to require at least 200 minutes of message recording space, that is 200MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, that is 1GByte.

---

## Email Connection

Voicemail Lite uses MAPI for voicemail email functions. Email connectivity should first be tested by sending an email direct from the email client program on the Voicemail Lite PC. Voicemail Lite does not support SMTP operation.

- **Note:** The sending of voicemail .wav files across the network creates a high loading on the network and network servers.

## Voicemail Lite Installation

1. Ensure that there are no other versions of Voicemail server software (Lite or Pro) 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 and greetings.
  2. Ensure that the date and time on the server PC are correct. Once installed, the Voicemail Server acts as a time source for the IP Office.
  3. Run setup from the IP Office Administrators CD and follow the instructions. Select **Voicemail** from the list of installable components.
    - Be careful about deselecting other items as this will trigger their removal if already previously installed.
  4. Add a shortcut to the **vmlite.exe** file (**C:\Program Files\Avaya\IP Office\Voicemail Server\vmlite.exe**) to the PC's StartUp folder. Then restart the PC.
  5. Following the restart, the IP Office Voicemail Lite server should be visible on screen or in the taskbar. For details of the Voicemail Console screen see The Voicemail Console.
  6. At any logged on extension, dial **\*17** (the default short code to access the extensions mailbox), you should hear the voicemail server respond.
  7. Minimize the Voicemail Lite Server program.
    - Do not close the Voicemail Lite Server program as that stops the voicemail server and all voicemail operation.
  8. You can now proceed with configuring the IP Office to use the Voicemail Server, see IP Office Manager Configuration.
- **Note:** The default IP Office configuration normally allows immediate voicemail operation for all users and hunt groups.

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# IP Office Manager Configuration

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## IP Office Configuration

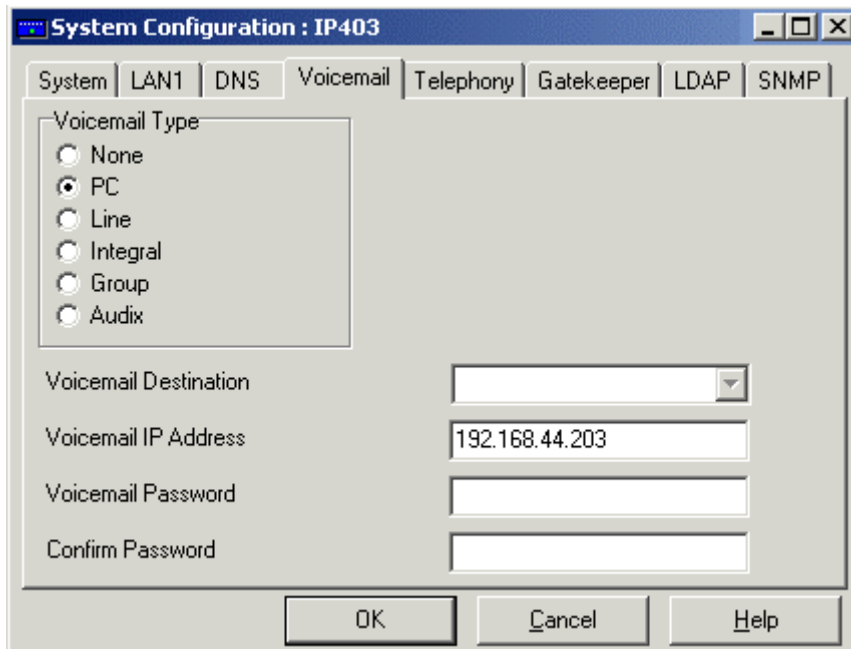
The default configuration for IP Office allows almost immediate voicemail operation once the voicemail server is running. The IP Office default settings assume:

- Voicemail running on a PC accessible using a broadcast address (255.255.255.255) from the IP Office.
  - In most installations, ie. a single IP Office with one voicemail server PC on the same LAN, this allows immediate operation. In more complex installations, the fixed IP address of the Voicemail server PC should be entered into the IP Office configuration.
- Voicemail on for each user and hunt group on the IP Office.
- No voicemail access code set for any mailboxes. Until a code is entered for a mailbox, it can only be accessed from the user's own extension.
- Each users own extension number is set as a trusted source for mailbox access without requiring to enter the mailbox voicemail code.
- No voicemail email or voicemail help operational.
- No voicemail reception numbers for user mailboxes.
- Whilst hunt group mailboxes are created and used by default, there is no default message waiting indication or method for accessing them. See Hunt Group Voicemail.

A range of settings and controls are accessible through the IP Office Manager Application to configure the voicemail operation. The following sections detail those settings and controls.

## System Configuration

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



The screenshot shows a window titled "System Configuration : IP403" with several tabs: System, LAN1, DNS, Voicemail, Telephony, Gatekeeper, LDAP, and SNMP. The "Voicemail" tab is selected. Inside the window, there is a "Voicemail Type" section with radio buttons for "None", "PC" (which is selected), "Line", "Integral", "Group", and "Audix". Below this are four input fields: "Voicemail Destination" (a dropdown menu), "Voicemail IP Address" (containing "192.168.44.203"), "Voicemail Password" (empty), and "Confirm Password" (empty). At the bottom are "OK", "Cancel", and "Help" buttons.

- **Voicemail Type:** *Default = PC*  
For Voicemail Lite operation select **PC**.
- **Voicemail Destination:** *Default = Blank*  
Not used with Voicemail Lite.
- **Voicemail IP Address:** *Default = 255.255.255.255*  
Enter the IP address of the PC on which the voicemail server is running. This can be left set to 255.255.255.255 (a broadcast address) if there is only one voicemail server on the network.
- **Voicemail Password/Confirm Password :** *Default = Blank*  
Only used by Voicemail Pro.

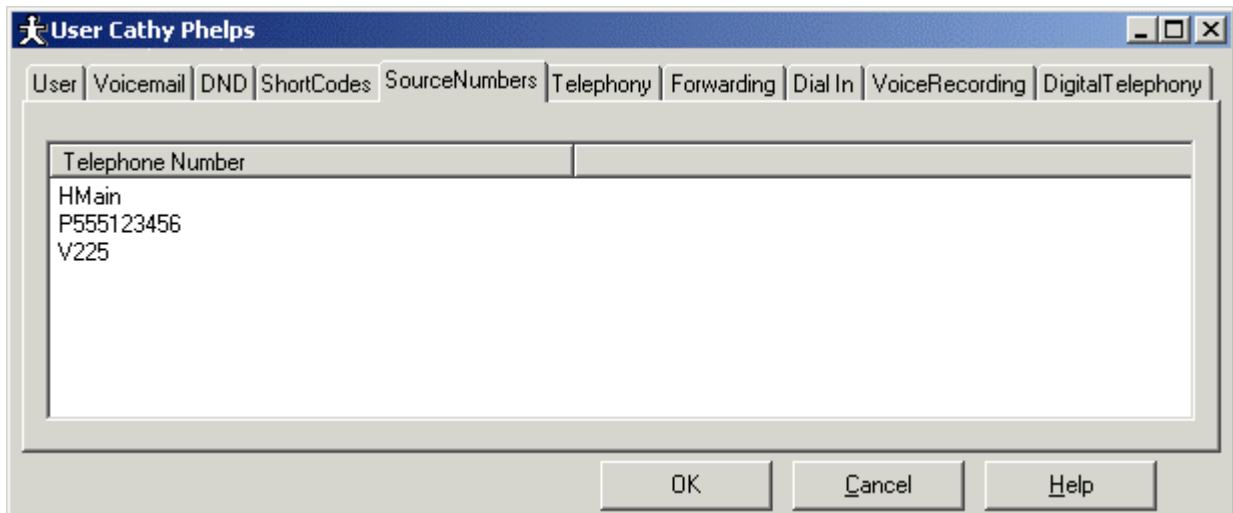
## User Configuration

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

- **Voicemail Code:** *Default = Blank*  
A code (1-15 digits) used by the voicemail server to validate access to this user's voicemail mailbox. This is required when users retrieve voicemail messages remotely, for example from another user's extension or from an external telephone. If remote access is attempted and a **Voicemail Code** has not been configured the message *"Remote access is not configured on this mailbox"* is played.
  - **Confirm Voicemail Code:**  
The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*  
When a new message is received, the WAV file created can be sent to an email account either by user selection or according to the set Voicemail Email Mode (see below).
  - **Note:** The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Voicemail Reception:** *Default = Blank*  
The number to which callers leaving a message can select to be transferred. See Voicemail Reception/Operator.
- **Voicemail On:** *Default = On*  
When on, the mailbox is used to answer the user's unanswered or busy calls.
- **Voicemail Help:** *Default = Off*  
When retrieving voicemail messages users can be given additional help prompts on using mailbox controls.
- **Voicemail Ringback:** *Default = Off*  
If enabled and a new message has been received, the voicemail server will call the user's extension whenever it returns from off-hook to on-hook. The voicemail server will not ring the extension more than once every 30 seconds.
- **Voicemail Email Mode:** *Default = Off*  
Controls the method of operation of Voicemail Email above.
  - **Off:** Voicemail messages or notifications are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

## User Source Number Configuration

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



The screenshot shows a window titled "User Cathy Phelps" with a tabbed interface. The "SourceNumbers" tab is selected. The "Telephone Number" field contains the following text:

Telephone Number
HMain
P555123456
V225

Buttons for "OK", "Cancel", and "Help" are located at the bottom of the window.

- **Telephone Number: Default = V plus own extension number**  
Right-click within the Telephone Number box and select **Add**.
  - **V<Callers CLI> = Voicemail Trusted Source access**  
Allows access to the users voicemail mailbox without entering the access code from the specified internal or external CLI number, for example V201 or V7325551237. The default is the user's own extension number but additional numbers may be added. **Note:** Only supported by Voicemail Lite and Voicemail Pro using IP Office Mailbox mode.
  - **H<Group Name> = Hunt Group Voicemail Indication**  
Allows the user to receive message waiting indication of new group messages. Enter **H** followed by the group name, e.g. **HMain**. See Displaying and Accessing Hunt Group Messages.
  - **P<Telephone Number> = Voicemail Ringback Number**  
Not supported for Voicemail Lite.

---

## Routing User Calls to Voicemail

If a user has voicemail switched on, calls will be automatically routed to Voicemail if either:

1. The extension is busy and **Call Waiting** has not been enabled.
2. The user has **Do Not Disturb** set.
3. The extension is not answered within the **Allocated Answer Interval (No Answer Time)** set in the IP Office configuration (default 15 seconds).
  - **Exception:** Callers calling from 20 Series display telephones are not automatically routed to voicemail. They must press **VMAIL** to leave a message.

The caller will hear the standard greeting message. A user can record their own standard greeting message if required.

When new messages are received, the user's telephone call display or IP Office PC application 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 automatically deleted after a set time (default 36 hours if installed in IP Office mode, 30 days if installed in Intuity mode). IP Office mode supports the ability for users to indicate a message as saved and so exempt from automatic deletion.

At any stage whilst 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.

---

## Voicemail Reception/Operator

After a caller has been routed to voicemail, the mailbox user may wish them to have the option of transferring to another number, for example; reception, an assistant or an external number such as the user's mobile.

To do this, using Manager the required reception number required should be entered **Voicemail Reception** box in the User's Voicemail tab. The user should record a new greeting message informing callers that if they can press **0** to transfer to that number.

## Transfer Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole or Phone Manager applications. For users not using these applications a short code can be created.

For example:

- **Short Code:** \*201
- **Telephone Number:** "#Extn201" (*include quote marks*)  
Note: When creating short codes for use with voicemail, the ? indicates "collect voicemail" and the # indicates "deposit voicemail". The telephone number entry must also be enclosed by quote marks as shown above.
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

The short code can then be used as follows. Having answered the call, place it on hold, dial the short code and then replace the handset or hangup. The caller is transferred to the mailbox.

---

## Voicemail Email Integration

Voicemail messages are stored on the Voicemail Server PC as .WAV files. Voicemail Email allows new messages or alerts about new messages to be sent to an email account.

This feature uses MAPI.

- **Note:** Voicemail Email is separate from IMS operation which is a component of Voicemail Pro.
- **Note:** The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

The User's Voicemail tab in Manager is used to set the target email address and the default mode of operation (Off, Copy, Forward or Alert). See User Configuration.

Users accessing their mailbox using standard IP Office Mailbox mode can change the mode of email operation. They can also select to forward individual messages to email.

---

## Using Voicemail to Give Error Messages

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

1. Create a user that will allow you to record the message and give this user a Voicemail Code, e.g.
  - **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, e.g.
  - **Short Code:** \*95
  - **Telephone Number:** "?Barred" (include quote marks)
  - **Line Group ID:** 0
  - **Feature:** VoicemailCollect
3. Record a new greeting message for the above user, e.g. "International calls are not permitted" and save as a Continuous Loop.
4. Create a short code so that when a user dials an international call they will be played the error message, e.g.
  - **Short Code:** 00N
  - **Telephone Number:** "#Barred" (include quote marks)
  - **Line Group ID:** 0
  - **Feature:** VoicemailCollect



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# Accessing Voicemail Remotely

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## Overview of Remote Access

By default a user can access voicemail from their own extension (using \*17).

User's mailboxes cannot be accessed from any other location (internal or external) until a Voicemail Code has been set for the mailbox. This is done through the User's configuration form in the Manager program.

Once a Voicemail Code has been set, the mailbox can be accessed from other locations (see following sections) and the caller will be prompted to enter Voicemail Code.

If direct access is required the location can be setup as a 'trusted location' (Not supported by Voicemail Pro using Intuity Mailbox mode). The caller will then not be required to enter the Voicemail Code.

- **Note:** This requires that the incoming call provides a matching CLI.

---

## Access Voicemail from Another Extension

1. Dial the extension whose mailbox is required.
2. When diverted to voicemail, press **8** during the voicemail greeting.
3. If not calling from a 'trusted location', enter the Voicemail Code when requested.

---

## Access from Any Extension for All Users

To use this facility a short code must be created.

For example:

- **Short Code:** \*98
- **Telephone Number:** ?Anonymous (*note no quote marks*)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

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

---

## Access from Any Extension for a Specific User

To use this facility a short code must be created.

For example:

- **Short Code:** \*90
- **Telephone Number:** "?Extn201" (*include quote marks*)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

The user ('Extn201' in this example) can now dial \*90 from any extension and then enter their Voicemail Code to access their voicemail messages.

## Access from a Trusted Extension

If a user regularly accesses their voicemail messages from another extension, this extension number can be set up as a "trusted location". (Not supported by Voicemail Pro using Intuity Mailbox mode)

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 they will not be prompted for their Voicemail Code.

See User Source Number Configuration.

---

## 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 either **Voicemail** or to an appropriate short code.

---

## Direct Access from a Trusted External Location

If a user regularly accesses their mailbox from the same external location, that number can be set up as a "trusted location" (Not supported by Voicemail Pro using Intuity Mailbox mode). In the **Source Numbers** tab of the **User** form in the Manager program add an entry **V** followed by the telephone number, for example **V01923 383838**.

When the user dials the number set up as the Incoming Call Route to Voicemail from the "trusted location", they will not be prompted for their mailbox number or Voicemail Code. See User Source Number Configuration.

- **Note:** This requires that the incoming call provides a matching CLI.

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# Hunt Groups

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## Hunt Group Voicemail

Voicemail provides a number of services for hunt group.

- **Queuing & Out of Hours Greetings**

If the hunt group is using queuing or is in out-of-hours mode, the voicemail server provides appropriate greetings to callers. These greetings can be altered through the normal mailbox controls.

- **Messaging**

If voicemail for a hunt group is on (the IP Office default) calls to the hunt group are automatically routed to voicemail if all available extensions have been rung for the number of seconds defined in the IP Office's **Allocated Answer Interval (No Answer Time)** parameter (default 15 seconds).

### **IMPORTANT: Access to Hunt Group Messages**




By default there is no indication when a hunt group mailbox contains messages and no direct access method to a hunt group's mailbox.

- For message indication, a user with an appropriate **H** source number entry must be setup. See [Displaying and Accessing Hunt Group Messages](#).
- For access by other users an access short code can be used. See [Accessing Hunt Group Voicemail Using a Short Code](#).

## Displaying and Accessing Hunt Group Messages

By default no indication of new hunt group messages is provided. To provide an user with indication, a **H<group name>** entry must be added to their Source Numbers tab in the IP Office's configuration.

The **H<group name>** entry provides the user with the following:

- **Message Waiting Lamp:**  
The user's message waiting lamp will be lit on supported phones.
- **Phone Manager:**  
If the user uses Phone Manager, the group name and number of new messages appears in the **Messages** tab. This can be clicked to access the group's mailbox.
- **Display Phone Indication & Access:**
  - **4400, 4600 and 6400 Series Phones:**  
On phones with a **Menu**  button, press **Menu**  | **Menu**  | **Msgs | Voice**. The group name is shown along with the number of new messages. Press the display button to access the group mailbox.
- **Voicemail Ringback:**  
If the user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. **Note:** Ringback for personal messages will take place before any ringback for new group messages.
- **Voicemail Code:**  
If the user is not a member of the hunt group, a voicemail code is also required. This is entered through the **Voicemail Code** field on the **Hunt Group | Voicemail** tab in the IP Office's configuration.
  - Alternatively the user can be made and member of the group but have their membership set to disabled. This allows them to access the group's mailbox without receiving group calls.

---

## Accessing Hunt Group Voicemail Using a Short Code

To access messages for a Hunt Group, a short code can be created:

For example:

- **Short Code:** \*99
- **Telephone Number:** "?Sales" (*include quote marks*)
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

Members of the Sales hunt group can now dial \*99 from their own extensions to access hunt group messages.

To use this short code for access from an extension that is not a member of the hunt group, a Voicemail Code should be configured for the group.

## 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 to 15 digits) used by the voicemail server. This is required by users retrieving messages for this hunt group remotely; ie. from an extension that is not a member of the hunt group or from an external telephone.
  - **Confirm Password:**  
The Voicemail Code must be retyped to ensure that it has been entered correctly.
- **Voicemail Email:** *Default = Blank*  
When a new message is received, the WAV file created can be sent to an email account. Enter the email address to be used by the Voicemail Server.
  - **Note:** The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Voicemail On:** *Default = On*  
Each Hunt Group can use voicemail to collect group related messages. Use this option to turn this feature on or off.
- **Broadcast:** *Default = Off*  
This feature is not supported by Voicemail Lite.
- **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 are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

## Out of Hours Operation

Voicemail provides a number of greetings for groups. One of these is an Out of Hours Greeting.

Through Manager or using short code a hunt group can be taken in or out of service. When the group is Out of Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

- **Note:** Alternatively if an Out of Service Fallback Group has been configured then callers are passed to that group.

Similarly a group can be taken in or out of Night Service by using Manager, short codes or an associated time profile. When the group is in Night Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

- **Note:** Alternatively if an Out of Hours Fallback Group has been configured then callers are passed to that group.


---

## Hunt Group 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 will hear the ringing tone before being played the "You are in a queue greeting". The caller will then be placed on hold for 20 seconds and then 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.

This is the default queuing sequence used for Voicemail Lite and Voicemail Pro. Using Voicemail Pro you can define custom actions and prompts for the queuing sequence. See Using Queued and Still Queued Start Points.

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

An additional option in the Hunt Group tab controls the interaction of queuing and the hunt group's overflow group.

- **Overflow Time**:  
The Overflow Time 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.



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# Mailbox User Controls

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## Overview of Mailbox User Controls

The IP Office supports a number of methods for users to control their mailbox and messages once they have entered the mailbox.

- **Standard IP Office Mailbox Mode**  
This is the default mode for Voicemail Lite. See IP Office Mode.
- **Intuity Mailbox Mode**  
Voicemail Pro only.
- **Visual Voice**  
This mode is only available to Avaya 20 Series display telephones. See Visual Voice.
- **PhoneManager**  
The PhoneManager application allows a user to switch voicemail and voicemail ringback on/off. PhoneManager Pro also provides full visual access to the user's voicemail and allows messages to be played back and controlled through their PC. Refer to the PhoneManager Users Guide for details.

If a mailbox does not have a recorded name greeting, when that mailbox is accessed to collect messages, the caller is asked to record their name before proceeding to collect messages.

---

## Automatic Message Deletion

Messages are automatically deleted from the voicemail server after being played (including via the users IMS email client) unless set as saved by the mailbox user.

The default delay before deletion is 36 hours.

If Voicemail Email is being used, it can be set to delete the message from the voicemail server after having forwarded it to the email address specified for the voicemail mailbox.

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## Telephony Operation Mode

All users should be made aware that messages are automatically deleted from the server after being played unless they set the message as saved (see Automatic Message Deletion).

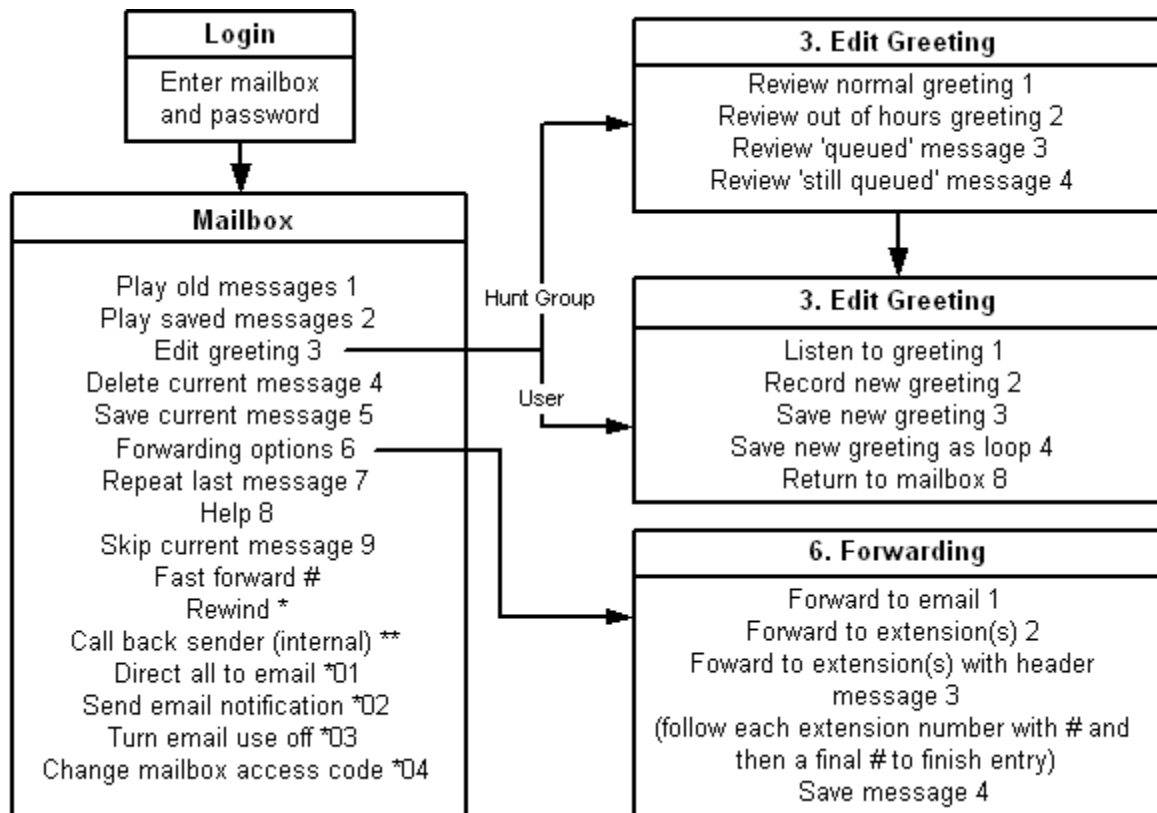
All users can use the following default short codes:

- **Access their mailbox from their own extension: \*17**
- **Turn voicemail on: \*18**
- **Turn voicemail off: \*19**
- **Turn voicemail ringback on: \*48**
- **Turn voicemail ringback off: \*49**

## IP Office Mode

If the voicemail server is operating in IP Office telephony mode, by default users can access the following controls when collecting mail from their mailbox.

Note that users with Avaya 20 Series display telephones use the display controls rather than voice prompts. Refer to the appropriate User Guide.



- Whilst playing message the user can also press and hold **0** to pause the message. If they have a voicemail reception number set, pressing **0** will call that number.

Note that the email option requires outgoing email configuration to have been setup and for the users email address to have been entered in the IP Office configuration.

If a user calls their own extension and is directed to voicemail to leave a message, they can press **8** during the initial voicemail greeting to switch to collecting messages.

## Visual Voice

Visual Voice is available on Avaya 20 Series telephones. It is accessed by pressing **VOICE** on the telephone and then selecting from the displayed options.

- **Voicemail Lite**

Voicemail Lite only supports a limited set of Visual Voice controls as listed below. The options **GREETING**, **PASSWORD** and **EMAIL** are only supported on Voicemail Pro.

- **LISTEN**

Gives direct access to the user's voicemail. They then need to use the standard voicemail controls.

- **MESSAGE**

Allows the user to leave a message directly in a mailbox they specify.

- **Leaving Messages**

When a 20 Series display telephone user calls an extension that does not answer and has voicemail on, they are not automatically routed to voicemail. They must press **VMAIL** to leave a message.



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