# IP Office 4.0

VoiceMail Lite Installation and
Maintenance Guide

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# Introduction

## About this Guide

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

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

# VoiceMail Lite

## Overview

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

The key features are:

- It does not require a license key.

- The maximum message length is 120 seconds for any message.

- Maximum of 4 simultaneous users.

- It runs mailboxes in IP Office mailbox mode only. For Intuity emulation mode, VoiceMail Pro is required.

- It supports basic voicemail email (MAPI only).

- It runs as a server program only.

- It supports basic mailbox customization:

    - Pin code.

    - Ringback

    - Reception

    - Voicemail on/off

    - Email address

    - Voicemail email on/off.

## User, Group and Mailbox Names

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

This method of operation has the following consequences:

- **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.

- **Voicemail is case sensitive**
  Voicemail is case sensitive. If a mailbox name is entered incorrectly in IP Office Manager, the intended operation will not occur and the call might be disconnected.

- **Voicemail removes spaces at the end of mailbox names**
  If spaces are left at the end of a mailbox user's name in IP Office Manager, when voicemail creates the mailbox, the space at the end of the name is dropped. When this occurs the mailbox cannot be found as there is a mismatch between the user name and directory.

# Language Support

Initially the voicemail system attempts to provide prompts to callers and mailbox users based on the locale that is set in the system form in IP Office Manager.

If the necessary set of language prompts is unavailable, the nearest available match is used. English (UK) or English (US) prompts are always installed regardless of other languages selected during installation.

Individual users can have their own locale setting. Voicemail then provides the appropriate language prompts if they are available. The language can be changed through the user form in IP Office Manager or through the language option on some telephones. For more information, see the appropriate telephone user guide.

Here is a list that 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 (Canadian)
- German
- Greek
- Hungarian

- Italian
- Korean
- Norwegian
- Polish
- Portuguese (Standard)
- Portuguese (Brazilian)
- Russian
- Spanish
- Spanish (Latin)
- Swedish
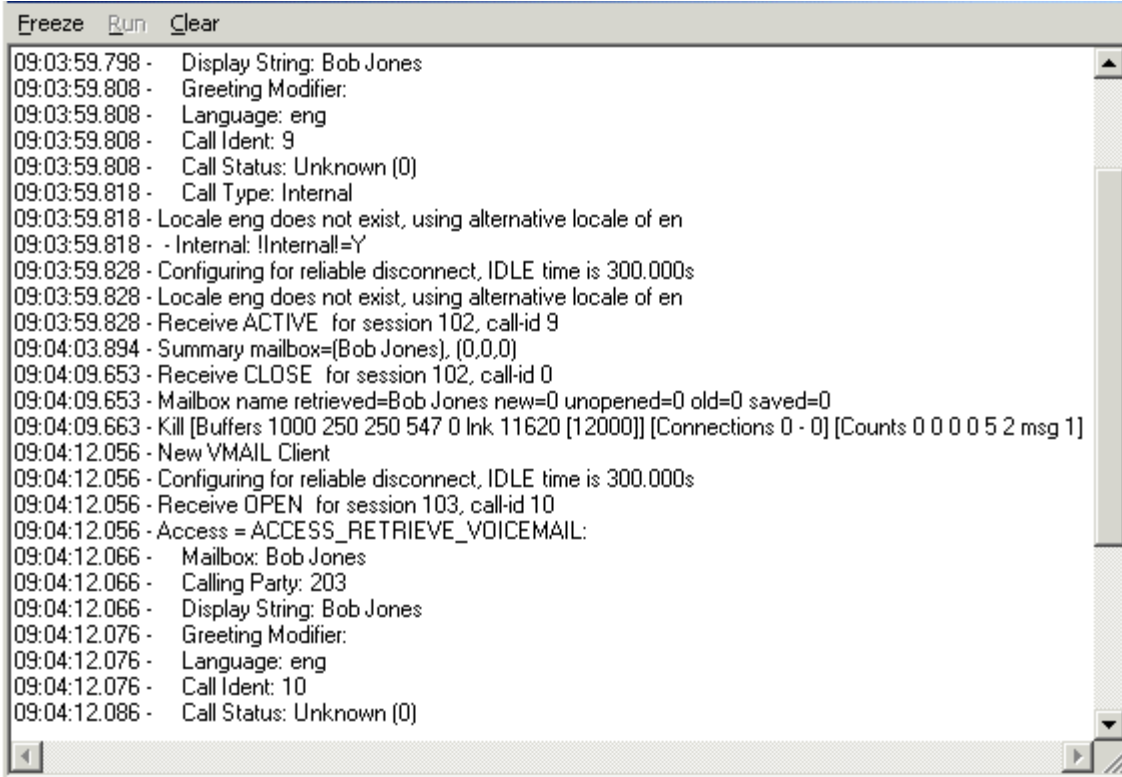
**Supported Languages and Countries**

The availability of a language in VoiceMail Lite does not necessarily indicate support for IP Office in a country that uses that language. Contact your local Avaya office to find out 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 enables you to see messages between the voicemail server and the IP Office. The nature of the messages might be useful in diagnosing problems.

For more information, see the Windows help about displaying a service as a console.

```
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 lnk 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 several commands. These commands affect only the display of messages within the console window and do not affect 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.

# Installing VoiceMail Lite

## Requirements

Before you start an installation, ensure that the requirements described in this section are met. It is strongly recommended that:

- The server PC is dedicated to the task of running VoiceMail Lite.

- The server PC is located in a non-public area.

- VoiceMail Lite is installed on the same PC as the one being used for IP Office Manager.

- Any PC and hard disk sleep/power down modes are switched off.

**Minimum PC Requirements.**

| RAM | HD | Pentium IV | Celeron | AMD | XP Pro | 2000 Pro | 2000 Server | 2003 Server |
|-----|-----|-----------|---------|------|--------|----------|-------------|-------------|
| 256MB | 2GB* | 1.4GHz | 1.7GHz | 1.4GHz | ✓ | ✓ | ✓ | ✓ |

\* 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.

**Network Requirements**

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

- We strongly recommend that the voicemail server PC is connected to the IP Office Control Unit through a switching LAN hub. If this is not possible the server should be directly connected to the IP Office Control Unit.

- The PC should have a fixed IP address. Although PCs 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.

**Email Connection Requirements**

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 email operation.

- Sending voicemail .wav files across the network creates a high loading on the network and network servers.

# Installing the VoiceMail Lite Software

Before you start installing the VoiceMail Lite software:

- Ensure that there are no other versions of VoiceMail Lite or VoiceMail Pro software installed on the PC. After you remove any existing versions, always reboot the PC before starting to install the new version. Removing an old version will not delete existing messages and greetings.

- The date and time on the server PC are correct. When it has been installed, the voicemail server acts as a time source for the IP Office.

**To install the VoiceMail Lite software:**

1. Insert the **IP Office Admin** CD. The installation should auto-start. If it does not auto-start, locate **Setup.exe** on the CD and then run it. The Choose Setup Language window opens.

2. Select the installation language. This language is used for the installation prompts.

3. Click **OK**. Installation preparation begins. The Welcome to the InstallShield Wizard for IP Office Admin Suite window opens.

4. Click **Next**. The Program Maintenance window opens.

5. Select **Modify** and click **Next**. The Custom Setup window opens.

6. Click the cross by the option VoiceMail Lite  and select the option **This feature, and all subfeatures, will be installed in local hard drive**.

   - **Important**
     If you uncheck a feature that is already installed, it will be removed (uninstalled).

7. Click **Next**. The Ready to Modify the Program window opens.

8. Click **Install** to start the installation of VoiceMail Lite. The Installing IP Office Admin Suite window opens. It may take several minuted to install VoiceMail Lite. The InstallShield Wizard completed window opens.

9. Click **Finish** to exit the wizard. VoiceMail Lite is installed.

10. Add the shortcut **vmlite.exe** to the PC's Startup folder.

    - The shortcut is located in the folder:
      **C:\Program Files\Avaya\IP Office\Voicemail Server\vmlite.exe**.

11. Restart the PC.

12. At any logged on extension, dial **\*17** (the default short code to access the extensions mailbox), you should hear the voicemail server respond.

13. Minimize the VoiceMail Lite Server program.

    - Do not close the VoiceMail Lite Server program otherwise the voicemail server and all voicemail operation stops.

You are now ready to start configuring the IP Office to use the Voicemail Server. For more information, see Configuring VoiceMail Lite: Overview.

**Note**

- The default IP Office configuration usually allows immediate voicemail operation for all users and hunt groups.

# Outlook Security Settings

The current Microsoft Email Security Update disables many Outlook features that allow viruses to spread quickly. These security changes also make it difficult for many programs to access outlook features to send emails. In the case of VoiceMail Lite, it prevents access to the Simple MAPI Interface which prevents voicemail to email notification form working.

The versions of Microsoft Outlook which are impacted by this security change include:

- Outlook 98 - version 8.5.7806 and later.

- Outlook 2000 - version 9.0.0.4201 and later.

- Outlook 2002 - all versions (10.0.x.x)

- Outlook 2003 - all versions (11.0.x.x).

Microsoft has provided an Administrative Package which enables the network administrator to customize the Outlook Security features. The Administrative Package can be found in the Office Resource kit for each particular version of Outlook. More details can be found on the Microsoft website at http://office.microsoft.com.

Installation and configuration of the Outlook Security Template is covered by Microsoft documentation.

In order to allow the necessary Simple MAPI command in Outlook, options need to be configured within the Outlook Security Template for the user running the VoiceMail Lite email account. When the option Automatically approve is selected the operation will be allowed and the user will not receive a prompt.

Within the Programmatic Settings tab change the following settings should be set to the option Automatically approve.

- When sending items via Simple MAPI.
  Specifies what happens when a program attempts to send email programmatically by using Simple MAPI.

- When resolving names via Simple MAPI.
  Specifies what happens when a program attempts to gain access to an address book by using Simple MAPI.

- When opening messages via Simple MAPI.
  Specifies what happens when a program attempts to gain access to a recipient field such as To, by using Simple MAPI.

The MS Implementation guides discuss how to apply these settings to individual or multiple users.

# Configuring VoiceMail Lite

## Overview

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

The IP Office default settings assume:

- Voicemail is running on a PC accessible using a broadcast address (255.255.255.255) from the IP Office.

    - In most installations, typically 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. For more information, see Identifying the Voicemail Server PC.

- Voicemail is on for each user and hunt group on the IP Office. Voicemail can be turned off for individual users. For more information, see Changing a User's Configuration.

- 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 which is set as a trusted source for mailbox access.

- No voicemail email or voicemail help prompt is played. Users can still press 8 at any time and hear the list of voicemail features.

- No voicemail reception numbers for user mailboxes.

- While hunt group mailboxes are created and used by default, there is no default message waiting indication or method for accessing them. For more information, see Hunt Group Voicemail: Overview.
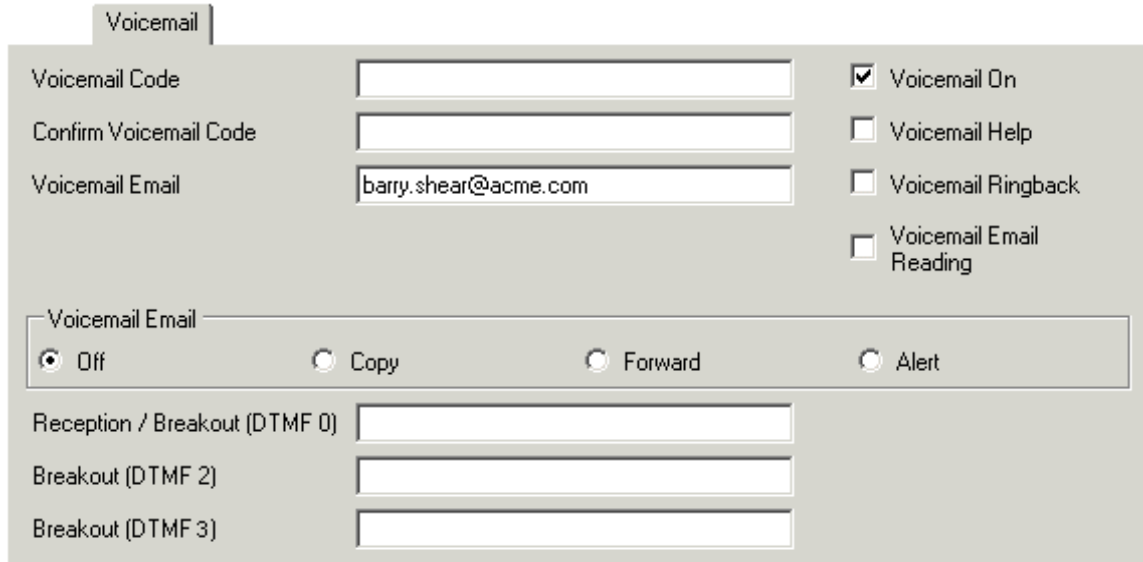
A range of settings and controls is accessible through the IP Office Manager to configure the voicemail operation. For more information, see Changing a User's Configuration.

# Changing a User's Configuration

Voicemail can be configured for each individual user in IP Office Manager.

**To change voicemail configuration for an individual:**

1. Open IP Office Manager.

2. In the Navigation pane click 🧑 **User** and select the individual user.

3. View the **Voicemail** tab.



4. (Optional) Enter a voicemail code between 1-15 digits in the **Voicemail Code** field. This is required when users retrieve voicemail messages remotely, for example from another user's extension or from an external telephone.

   - The Voicemail Code must be retyped in the **Confirm Voicemail Code** field to ensure it has been correctly entered.

5. (Optional) Voicemail can be turned off by unchecking the **Voicemail On** option. When on, the mailbox is used to answer the user's unanswered or busy calls.

6. (Optional) When a user collects their messages they can hear an additional prompt if the **Voicemail Help** option is checked. The prompt is '*For help at any time press 8'*.

   - If Voicemail Help is not selected, users can still press 8 at any time and hear the list of Voicemail features. This setting turns on/off the audible help message. It does not disable the actual feature.

7. (Optional) When a new message is received, the voicemail server can call the user's extension whenever the extension returns from off-hook to on-hook. The voicemail server will not ring the extension more than once every 30 seconds. Check the **Voicemail Ringback** option to enable this feature.

8. (Optional) Voicemail email can be configured for an individual user. 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. 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 option Voicemail Email Reading is unavailable in VoiceMail Lite.

   - **Voicemail Email** - Enter the email address of the user.

   - Select the Voicemail Email Mode from:

      - **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:** Send an email message without attaching the voicemail file.
        This may be used with Email gateways to pagers or mobile telephone short message services. This will include the caller's Caller ID when available.
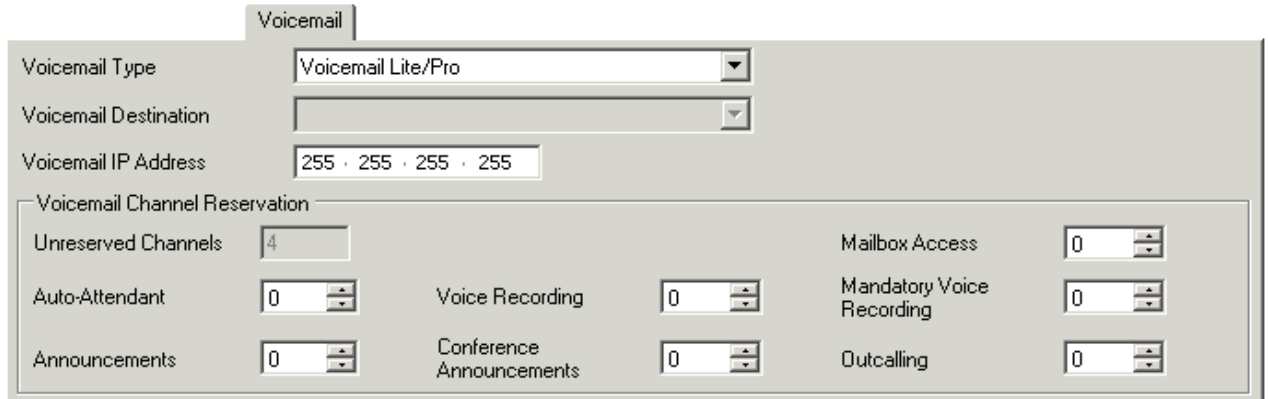
9. (Optional) When a caller reaches voicemail they can be given the option to be transferred to a different extension. The greeting message needs to be recorded telling the caller the options available. The extension numbers that they can be transferred to are entered in the fields:

- **Reception/Breakout (DTMF 0)**
  The number to which callers are to be transferred if they are directed to voicemail and press 0. Usually this is the reception number. For more information, see Voicemail Reception/Operator.

- **Breakout (DTMF 2)**
  Not available for VoiceMail Lit users.

- **Breakout (DTMF 3)**
  Not available for VoiceMail Lit users.

10. Click **OK** to save the voicemail changes for the user.

11. Amend any other user details, then save and merge the configuration changes.

# Identifying the Voicemail Server PC

The IP Office must be configured to recognize which PC is acting as its voicemail server.

**To identify the Voicemail Server PC:**

1. Open IP Office Manager.

2. In the Navigation pane click **System** and select the system.

3. Click the **Voicemail** tab.



4. The default **Voicemail Type** is VoiceMail Lite/Pro. Ensure that this has not been changed.

5. Leave the **Voicemail Destination** box blank as this is not used with VoiceMail Lite.

6. (Optional) In the Voicemail **IP Address box**, change the default address (*255.255.255.255)* to the IP address of the PC on which the voicemail server is running.

   - If there is only one voicemail server on the network, you do not need to change this.

7. Click **OK**.

8. Click 💾 to save the configuration file.

# User Source Number Configuration

The Source numbers can be changed for individual users in IP Office Manager. The Source Numbers tab gives a list of Dial In Source Numbers. Several of these numbers can relate to voicemail operation. The source number settings that can be used for VoiceMail Lite are:

- **V**<*Caller's ICLID*> = Voicemail Trusted Source Access.
  Strings prefixed with a **V** indicate numbers from which access to the user's mailbox is allowed without requiring entry of the mailbox's voicemail code.

- **H**<*Group Name*> = Hunt Group Voicemail Indication.
  Allows the user to receive message waiting indication of new messages. For more information, see Displaying and Accessing Hunt Group Messages.

**To add a source number:**

1. Open IP Office Manager.

2. In the Navigation pane click 🔒 **User** and select the individual user.

3. View the **Source Numbers** tab.

4. Click **Add**.

5. Enter the number in the **Source Number** field at the bottom of the window.
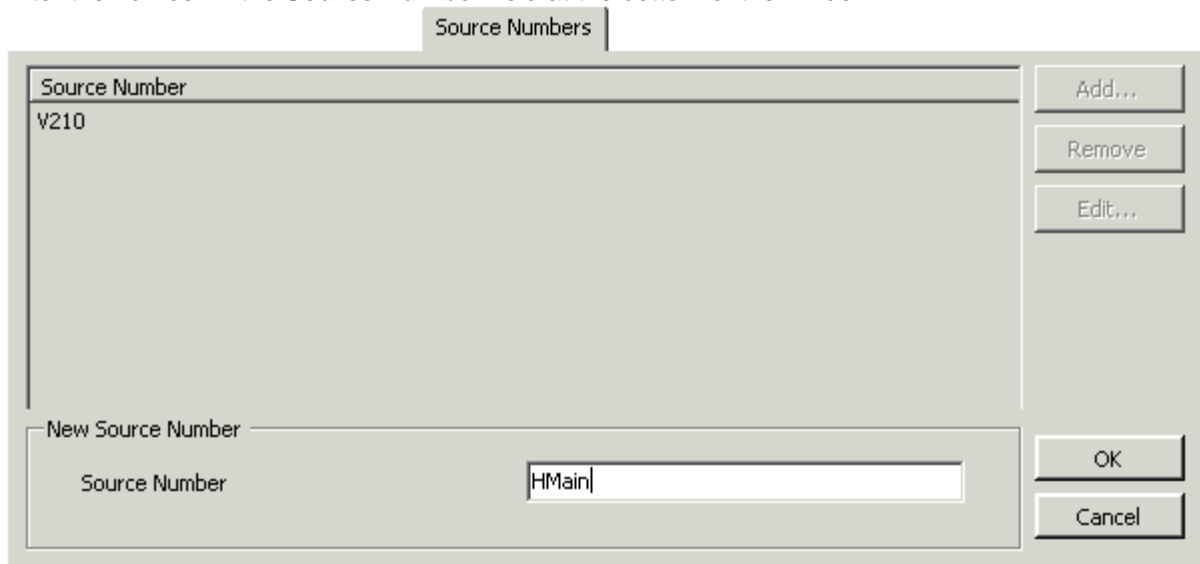


6. Click **OK** and save the configuration file.

# Routing User Calls to Voicemail

If a user has voicemail switched on, calls are 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. For more information, see the IP Office Mode Mailbox User Guide.

When new messages are received, the user's telephone call display or IP Office Phone Manager will be updated to show the number of new messages waiting.

If **Voicemail Ringback** is enabled, the voicemail server calls the user's extension to attempt to deliver new messages when the user next uses the telephone. For more information, see Changing a User's Configuration.

All messages are stored until they have been listened to and are then automatically deleted after a set time period. The default time period for IP Office mode is 36 hours. In IP Office mode users can designate a message as saved so that it is not automatically deleted.

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 using IP Office Phone Manager. The user can also use the default short codes to control the voicemail and ringback features.

- **\*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 owner may like to offer the option of transferring to another number, for example; reception or a colleague.

So that mailbox owners can offer this transfer facility, you (the system administrator) must use IP Office Manager to set up the required transfer options. For information, see Changing a User's Configuration. You then need to advise the mailbox owner to record a new greeting message to inform callers about the available transfer options

# Transferring Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the IP Office SoftConsole or IP Office Phone Manager applications. For users who do not have these applications, you can set up a short code in IP Office Manager.

For example:

- **Code:** *201

- **Feature:** Voicemail Collect

- **Telephone Number:** "#Extn201" (include quote marks)

- **Line Group ID:** 0

When a user answers a call, the person who has received the call places it on hold, dials the short code and then replaces the handset or hangs up. The caller is transferred to the voice mailbox.

- When you create short codes for use with voicemail, you can use ? to mean *collect voicemail* and # to mean *deposit voicemail*. You also need to enclose the user's name, telephone number or hunt group name in quotation marks, as shown in the example.

# 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.

The User Voicemail tab in IP Office Manager is used to set the target email address and the default mode of operation (Off, Copy, Forward or Alert). For more information, see Changing a User's Configuration.

Users accessing their mailbox can change the mode of email operation. They can also select to forward individual messages to email. For more information, see the IP Office Mode Mailbox User Guide.

**Notes**

- VoiceMail Lite uses MAPI.

- Voicemail Email is separate from IMS operation which is a component of VoiceMail Pro.

- 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.

# 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.

**To create an International Calls are not Permitted error message:**

1.  In IP Office Manager create a virtual user.
    Complete the User tab with the following details:

    - **Name**: Barred

    - **Full Name**: Internal Calls Error Message

    - **Extension:** 403

2.  You need access to the virtual user's extension from any telephone extension attached to the system. A voicemail code needs to be added.

    - Select the user **Barred**.

    - Click the **Voicemail** tab.

    - Add a **Voicemail Code**.

    - Click **OK**.

3.  Add a short code to access the virtual user's voicemail.

    - **Code:** *95

    - **Feature:** Voicemail Collect

    - **Telephone Number:** "?Barred" *(include quote marks)*

    - **Line Group ID:** 0

4.  Save the configuration file.

5.  You can now use the virtual user's voicemail to record a greeting message stating that international calls are not permitted.

    - Dial **\*95** from any telephone connected to the system.

    - Enter the voicemail access code.

    - Press **3** to record a greeting.

    - Press **2** to change the message.

    - Speak the new message. In this case it would be similar to "International calls are not permitted"

    - Press **2** to end the recording.

    - Press **4** to save the message in a continuous loop.
      When a voice message is saved in a continuous loop, callers are not able to leave a voice message.

    - Replace the telephone handset.

6.  A short code needs to be created in IP Office Manager so that when a user dials an international call they will be played the error message.

    - **Code:** 00N

    - **Feature:** Voicemail Collect

    - **Telephone Number:** "#Barred" *(include quote marks)*

    - **Line Group ID:** 0

7.  Save the configuration file.

8.  Test the error message by trying to dial an international number from any telephone. You should be played the message that you have just recorded.

# Giving Users Remote Access to Voicemail

## Overview
By default a user can dial *17 to log in to voicemail from their own extension.

A user's mailbox cannot be accessed from any other location (internal or external) until a voicemail code has been set for the mailbox in the IP Office Manager. For more information, Changing a User's Configuration.

If you set a voicemail access code, you can then give a user access to their mailbox from locations other than their office desk. When they call the mailbox, they will be prompted to enter their access code.

If direct access is required a specified location can be set up as a 'trusted location'. The caller then does not need to enter an access code providing that an incoming call provides a matching CLI.

## Giving All Users Access from Any Extension
To give all users access to voicemail from any extension you need to set up a short code in IP Office Manager.

**To give access from any extension:**

1. In IP Office Manager, set up a short code, for example *98, with the following settings:

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

Any user can dial the short code *98 from any extension. Each user will be prompted for their mailbox number (extension number) and voicemail code.

## Giving a Specific User Access from Any Extension
So that a specified user can log into their voicemail from any extension, you first need to set up a short code in IP Office Manager. For example you might set up *90 and associate it with the extension number of the user who has requested voicemail access from any other extension. The associated user can then dial **\*90** from any extension and enter their voicemail code to collect their voicemail messages.

**To give a specific user access from any extension:**

1. In IP Office Manager, set up a short code. In the example the short code *90 was created for extension 201.

    - **Code:** *90
    - **Feature:** Voicemail Collect
    - **Telephone Number:** "?Extn201" *(include quotation marks).*
    - **Line Group ID:** 0

# Giving Users Access from an Internal Trusted Location

If a user regularly accesses their voicemail messages from another extension, you can set this extension number up as a 'trusted location'. If a short code has been created for all users to access their mailboxes from any extension, the user can collect their messages, but will have to enter their access code. By adding the extension as being a trusted extension, the user will not be prompted for their voicemail access code.

In the example a user with extension 214 wants to regularly collect their messages from extension 204.

**To give users access from a trusted location:**

1. In IP Office Manager select the user with extension 214.

2. Click the **Source Numbers** tab.

3. Click **Add**.

4. Enter the code **V204**.

    - Strings prefixed with a **V** indicate numbers from which access to the user's mailbox is allowed without requiring entry of the mailbox's voicemail access code.

    - The number **204** is the extension number that the user wants to use to access their mailbox.

5. Click **OK** and save the configuration.

From now on anyone can dial *90 from extension 204 to hear the voicemail left in the mailbox for extension 214. A mailbox access code is not required.

# Giving Users Voicemail Access from an External Location

If users need to access their Voicemail messages when they are away from the office, an Incoming Call Route can be used. The Incoming Call Route must be set up with the destination as Voicemail. For more information, see the IP Office Manager help.

If a user regularly logs in to their IP Office mode mailbox from the same external location, you can set that number up as a trusted location.

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

**To give users access from an external trusted location:**

1. In IP Office Manager select the user who needs voicemail access from an external trusted location.

2. Click the **Source Numbers** tab.

3. Click **Add**.

4. Enter the code **V01923383838**.

    - Strings prefixed with a **V** indicate numbers from which access to the user's mailbox is allowed without requiring entry of the mailbox's voicemail access code.

    - The number **01923 383838** is the external telephone number that the user wants to use to access their mailbox.

5. Click **OK** and save the configuration.

When the user dials into their mailbox from the external trusted location (01923 383838), they will not be prompted for their mailbox number or voicemail access code. Anyone calling from the external location will have trusted access. For more information, see User Source Number Configuration.

# Hunt Group Voicemail

## Overview

VoiceMail Lite provides a number of services for hunt groups.

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

- **Messaging**
  If voicemail for a hunt group is on (the IP Office default) and if all available extensions have been called for the specified number of seconds, calls to the hunt group are automatically routed to voicemail . The number of seconds is defined in the **No Answer Time** field (default 15 seconds). This is set in IP Office Manager.

**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 mailbox.

  - For message indication, a user with an appropriate **H** source number entry must be set up. For more information, see Displaying and Accessing Hunt Group Messages.

  - For access by other users an access short code can be used. For more information, 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 a user with indication, a **H<*group name*>** entry must be added to their Source Numbers tab in the IP Office Manager. For more information, see User Source Number Configuration.

The **H<*group name*>** entry provides users 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 is displayed in the **Messages** tab. This can be clicked to access the group  mailbox.

- **Display Phone Indication & Access:**

  - **4400 Series Telephones:**
    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 occurs for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

- **Voicemail Code:**
  If the user is not a member of the hunt group, a voicemail code is also required. This is entered through the **Voicemail Code** field on the **Hunt Group>Voicemail** tab in IP Office Manager.

  - Alternatively the user can be made a member of the group but have their membership set to disabled. This allows them to access the group mailbox without receiving group calls.

# Accessing Hunt Group Voicemail Using a Short Code

To access messages for a hunt group, a short code can be created in IP Office Manager:

For example:

- **Code:** *99

- **Feature**: Voicemail Collect

- **Telephone Number:** "?Sales" *(include quote marks)*

- **Line Group ID:** 0

This example would enable members of the Sales hunt group to 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.

# Out of Hours Operation

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

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

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

**Note**

- Alternatively, if an Out of Hours Fallback Group has been configured, callers are passed to that group.

# Changing a Hunt Group Configuration

Voicemail can be configured for each hunt group in IP Office Manager.

**To change voicemail configuration for a hunt group:**

1. Open IP Office Manager.

2. In the Navigation pane click  **HuntGroup** and select the hunt group.

3. View the **Voicemail** tab.



4. (Optional) Enter a voicemail code between 1-15 digits in the **Voicemail Code** field. This is required when users retrieve voicemail messages remotely for the hunt group. For example, a voicemail code is required if messages are to be retrieved from an extension that is not a member of the hunt group or from an external telephone.

   - The voicemail code must be retyped in the **Confirm Voicemail Code** field to ensure it has been correctly entered.

5. (Optional) Messages for the hunt group can be sent to an email account.

   - **Voicemail Email** - Enter the email address of the user.

   - Select the Voicemail Email Mode from:

      - **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.

6. (Optional) Voicemail can be turned off by unchecking the **Voicemail On** option. When on, the mailbox is used to answer the hunt groups unanswered or busy calls.

7. (Optional) When users collect the hunt groups messages they can hear an additional prompt if the **Voicemail Help** option is checked. The prompt is '*For help at any time press 8'*.

   - If Voicemail Help is not selected, users can still press 8 at any time and hear the list of voicemail features. This setting turns on/off the audible help message. It does not disable the actual feature.

8. (Optional) Select the option **Broadcast** if you want any voicemail messages left for the hunt group forwarded to the mailboxes of the individual group members. The original message in the hunt group mailbox is deleted.

9. Click **OK** and save the configuration.

# Mailbox User Controls

## Overview of Mailbox User Controls

After users have logged into their mailboxes, a number of methods are available for managing mailbox behavior and messages.

- **Standard IP Office Mailbox Mode**
  This is the default mode for VoiceMail Lite. For more information, see the IP Office Mailbox User Guide.

- **IP Office Phone Manager**
  The Phone Manager application enables users to switch voicemail and voicemail ringback on/off. Phone Manager Pro also provides full visual access to a user's voicemail and allows messages to be played back and controlled through their PC. Phone Manager users can find more information in the Phone Manager User Guide or help.

If a mailbox does not have a recorded name greeting, the mailbox owner is asked to record their name when they log in to collect their messages.

## Automatic Message Deletion

Unless a mailbox owner saves a message, all messages are automatically deleted from the voicemail server after they have been played. This also applies to messages that are played via a user's IMS email client .

The default delay before deletion is 36 hours. As the system administrator, you need to inform all users that they need to save their messages if they are not to be deleted from the server after they have been played.

If voicemail email is being used, you can set it to delete a message from the voicemail server after it has been forwarded to the email address that is specified for the voicemail mailbox.
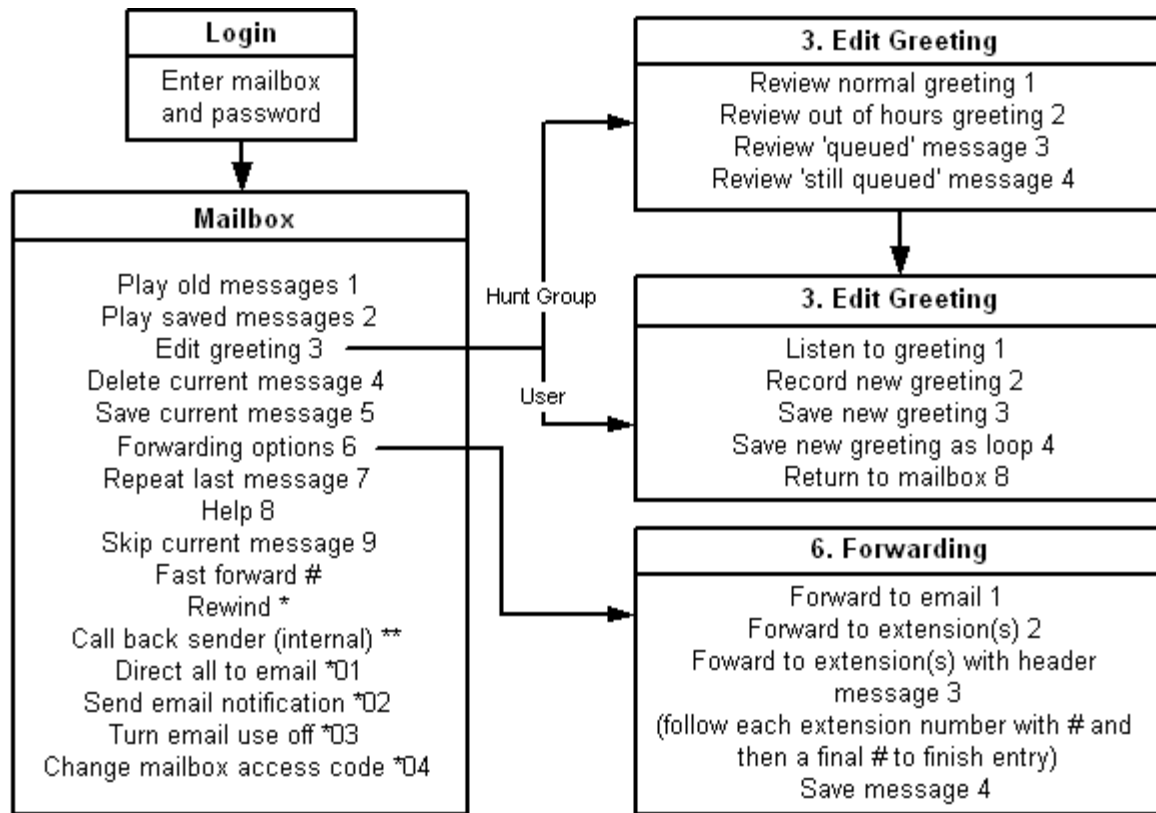
## Advice for Mailbox Owners

All mailbox owners should be made aware that, unless they save a message after listening to it, all messages are automatically deleted from the server after they have been played. Mailbox owners can find more information in the IP Office Mailbox User Guide.

All mailbox owners can use the following default short codes:

- Log into mailbox from their own extension: **\*17**

- Turn voicemail on: **\*18**

- Turn voicemail off: **\*19**

- Turn voicemail ringback on: **\*48**

- Turn voicemail ringback off: **\*49**

# Summary of IP Office Mode Options

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

```
┌─────────────────────┐                              ┌──────────────────────────────────────┐
│        Login        │                              │          3. Edit Greeting            │
├─────────────────────┤                              ├──────────────────────────────────────┤
│   Enter mailbox     │                              │    Review normal greeting 1          │
│   and password      │                              │    Review out of hours greeting 2    │
└─────────────────────┘                              │    Review 'queued' message 3         │
           │                                         │    Review 'still queued' message 4   │
           ▼                                         └──────────────────────────────────────┘
┌─────────────────────┐                                              │
│       Mailbox       │                                              ▼
├─────────────────────┤                              ┌──────────────────────────────────────┐
│  Play old messages 1        Hunt Group             │          3. Edit Greeting            │
│  Play saved messages 2                             ├──────────────────────────────────────┤
│  Edit greeting 3 ──────────────                    │    Listen to greeting 1              │
│  Delete current message 4        User              │    Record new greeting 2             │
│  Save current message 5                            │    Save new greeting 3               │
│  Forwarding options 6 ─────                        │    Save new greeting as loop 4       │
│  Repeat last message 7                             │    Return to mailbox 8               │
│  Help 8                                            └──────────────────────────────────────┘
│  Skip current message 9
│  Fast forward #                                    ┌──────────────────────────────────────┐
│  Rewind *                                          │          6. Forwarding               │
│  Call back sender (internal) **                    ├──────────────────────────────────────┤
│  Direct all to email *01                           │    Forward to email 1                │
│  Send email notification *02                       │    Forward to extension(s) 2         │
│  Turn email use off *03                            │    Foward to extension(s) with header│
│  Change mailbox access code *04                    │    message 3                         │
└─────────────────────┘                              │    (follow each extension number with│
                                                     │    # and then a final # to finish    │
                                                     │    entry)                            │
                                                     │    Save message 4                    │
                                                     └──────────────────────────────────────┘
```

While a message is playing, the mailbox owner can also press and hold **0** to pause the message. If they have a voicemail reception number set, they can press **0** to call that number.

Note that the email option requires outgoing email configuration to be set up in IP Office Manager. The user's email address must also be 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.

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