

Avaya IP Office Basic Mode using Release 9.0.3(941)

Voice Mail to Email with Gmail

Telquest Tech Support

Use the settings below as a guide.
Change the values to work with your Gmail Account.

The screenshot shows the 'Advanced Parameters' configuration page in Avaya IP Office. The left sidebar has 'Advanced Parameters' selected. The main area is divided into sections: 'STUN Settings for Network' and 'SMTP Server Configuration'. Annotations include: a red box around 'Advanced Parameters' in the sidebar; a yellow box 'This is the User Name of the Gmail Account' pointing to the 'User Name' field in SMTP configuration; a yellow box 'Ignore this...' pointing to the 'Public Port' field; a yellow box 'Check' pointing to the 'Server Requires Authentication' checkbox; and a yellow box 'Note: Version must be 9.0.3 or higher...' pointing to the 'Version' field in the system information table.

Admin Tasks	
System	
User Setup	
Group Management	
Trunks	
Auxiliary Equipment	
Auto Attendant Setup	
Advanced Parameters	

Advanced Parameters	
Outside Conference Denial	Allowed *
Default Name Priority	Favor Trunk
STUN Settings for Network	
Enable STUN	<input type="checkbox"/>
STUN Port	3478
Run STUN	Cancel
Firewall/NAT Type	Unknown
Public Port	0
SMTP Server Configuration	
Server Address	smtp.gmail.com
Email From Address	mail.com
Port	587
<input checked="" type="checkbox"/> Server Requires Authentication	<input checked="" type="checkbox"/> Use STARTTLS
User Name	VM123@Gmail.com
Password
<input type="checkbox"/> Use Challenge Response Authentication	

System Information	
Name	IPOffice_1
IP Address	192.168.111.123
Version	9.0.300.0
Edition	BASIC - PARTNER
Status	Offline
Feature Key	N/A

voicemail to e-mail, STUN settings for SIP and other advanced system settings.

Note: Version must be 9.0.3 or higher...

Go to Gmail and create an account in your name, so you have control over it.
As an example, call it something like VM123@Gmail.com
You can then use that same VM123@Gmail.com account for all your customers. (Rls 9.0 & up)
When they receive the VM to Email, it will say it is from VM123@Gmail.com

Enter the Network Settings for the KSU.

1. Click here...

2. Then here...

3. Uncheck this...

Network Settings

4. You must enter valid information for the Network Settings

The screenshot shows the 'System Setup' window. On the left is a sidebar with 'Admin Tasks' including System, System Setup, List Management, Speed Dial Setup, License Management, User Setup, Group Management, Trunks, Auxiliary Equipment, Auto Attendant Setup, and Advanced Parameters. The 'System Setup' section is active. The main area is titled 'System Parameters' and contains various settings. A red box highlights the 'Network Settings' section, which includes IP Address (LAN1), Sub-Net Mask (LAN1), Default Gateway, DNS Server IP Address, and Backup DNS Server IP Address. A yellow callout points to the 'Receive IP Address Via DHCP Server' checkbox, which is unchecked. Another yellow callout points to the 'System Setup' link in the sidebar. A third yellow callout points to the 'System' link in the sidebar. A fourth yellow callout points to the 'Network Settings' section. A fifth yellow callout points to the 'What can I do from here?' link at the bottom.

System Parameters	
System Name	IPOffice_1
System Mode	Key System
Voicemail Mode	Intuity Mode
File Writer IP Address	0 . 0 . 0 . 0
Country	United States
Language	English (US)
Receive IP Address Via DHCP Server	<input type="checkbox"/>
IP Address (LAN1)	192 . 168 . 111 . 123
Sub-Net Mask (LAN1)	255 . 255 . 255 . 0
Default Gateway	192 . 168 . 111 . 1
DNS Server IP Address	8 . 8 . 8 . 8
Backup DNS Server IP Address	8 . 8 . 4 . 4

If you do not know how to obtain and enter the correct Network Settings, then please review the Telquest Training Videos.