

## **IPO Partner Version**

**Question:**

**Does the IPO Partner Version VM call a cellphone and announce that there is a message?**

**Answer:**

**No.**

**The IPO Partner Version uses the modern and efficient Email method .**

**In the older Avaya VM units the feature was called Outcalling.**

**This was acceptable in a time when all communications were done over a telephone line.**

**There were several drawbacks with this process.**

**When Outcalling is used, it ties up one of the telephone lines at the business while it is calling, delivering and replaying a single message.**

**This means that a customer with 4 telephone lines would loose 25% of their overall communications ability every time a single Outcall was in progress.  
Even more lines if multiple Outcall events are taking place at the same time..**

**This reduces the businesses opportunity for their existing and new customers to reach them.**

**At the cellphone side of the Outcall where the message is being delivered, you would need to stop whatever you were doing, excuse yourself then answer the call. Next you need to enter a password to be able to finally listen to the message.**

**If you chose to ignore the call, you would need to call back into the system, (using up 1 line) be transferred to your mailbox, enter your password and then listen to your message.**

**Now using Email Notification the message is sent directly to your cellphone via the Internet as a common WAV file. Cellphones have a “Click to Listen” button to hear the message.**

**This method of message delivery does not tie up any outside lines at all.**

**Additionally, when you receive the message as an Email, you can listen to it at any time or even forward it.**