

Avaya IP Office Partner Edition

Inbound Call on CO Line Goes to a Specific Mailbox

Telquest Tech Support

Select Trunk/Line

Installed Trunks

	Line Number	Line Type	Line Subtype	Card/Module	Number of Channels
▶	1	Analogue Trunk		1	1
	2	Analogue Trunk		1	1
	3	Analogue Trunk		1	1
	4	Analogue Trunk		1	1

[Advanced Setup](#)

Analogue Trunk Setup

Line Appearance ID: 01

Hold Disconnect Time: 500*

Coverage Destination: 23:*

Unique Line Ringing: Pattern 1*

Select the Mailbox where the call is to be answered

Ext 23 has been selected. See its settings on page 2

In this area:

Trunks - Analogue Advanced Setup

Trunk Number: 1

VMS Settings

Delay - Day: 0

Delay - Night: 0

Schedule: Never*

Auto Attendant: Auto Attendant 1

Most Important

Be sure that the VMS Settings “Schedule” for the Trunk is set like the above example.

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This controls how many Rings before the call is answered by the Mailbox

Coverage Destination from Page 1

User Selection

Select User: 23::

Base Card #: BP2

Port: 6

Advanced Parameters

Ring Pattern	1*	VMS Cover Ring	3
Abbreviated Ringing	Active*	Intercom Dial Tone	Regular*
Call Coverage Ring	2	Distinctive Ring	Active*
Call Waiting Extension	Not Assigned*	Hotline Alert Number	
Automatic VMS Cover	Assigned*	Privacy Enabled	<input type="checkbox"/>
Transfer Return Extension	None	Override Line Ringing	<input type="checkbox"/>

Note:

The Extension that you use can also be a Phantom Extension.

User Setup - Advanced Settings

User Selection		Base Card #	BD1
Select User	10::Operator	Port	1
Advanced Parameters			
Ring Pattern	8	VMS Cover Ring	3
Abbreviated Ringing	Active*	Intercom Dial Tone	Regular*
Call Coverage Ring	2	Distinctive Ring	Active*
Call Waiting Extension	Not Assigned*	Hotline Alert Number	
Automatic VMS Cover	Assigned*	Privacy Enabled	<input type="checkbox"/>
		Override Line Ringing	<input type="checkbox"/>
DTMF Breakout			
Confirm Voicemail Code	xxxx	Reception / Breakout (DTMF *0)	
Voicemail Email		Breakout (DTMF *2)	
		Breakout (DTMF *3)	777
Voicemail Email			
<input checked="" type="radio"/> Off <input type="radio"/> Copy <input type="radio"/> Forward <input type="radio"/> Alert			
Equipment Type			
<input type="radio"/> Loudspeaker Paging <input type="radio"/> Door Phone 1 <input type="radio"/> Door Phone 2 <input type="radio"/> Fax Machine <input checked="" type="radio"/> Standard <input type="radio"/> Phantom			
Restrictions			
Forced Account Code Entry	<input type="checkbox"/>	Outgoing Call Restrictions	No Restriction*

Use this setting in the DTMF Breakout area to pick up your messages.

Operation:

Call in on the CO Line that has your extension set as the Coverage Destination, when you receive your greeting, dial *3 (STAR THREE) and you will be prompted for your mailbox number and password.