Avaya IP Office Partner Edition Version 6.1 and Up

Using a Mailbox as an Information Mailbox

Telquest Tech Support

You can use a Phantom/Virtual Mailbox as an Information Delivery Mailbox.

Go to any telephone, press one of the Intercom Buttons and dial 778

When answered, enter the number of the mailbox you want to use as an Information Mailbox.

Then enter the Password. (This needs to be set ahead of time)

Dial 3 to Edit/Record Greeting

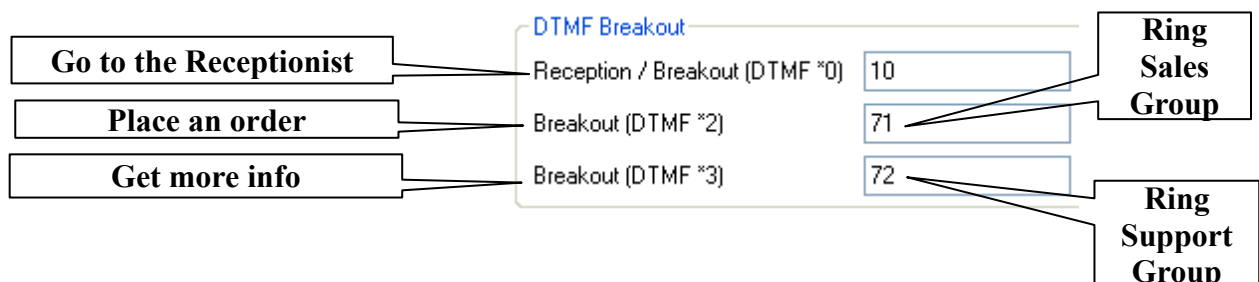**Dial 2 to actually record your greeting.**

Record your Information Greeting and then dial 4 to save the greeting as a continuous loop.

**Now whenever anyone is transferred to that mailbox they will hear your Informational Greeting.
It will play over and over until the caller hangs up or uses an optional DTMF Breakout selection.**

**Note:
If you add a destination (*0, *2 or *3) to the DTMF Breakout selections, the caller can exit the
Information Mailbox and be transferred to another extension or ring several phones in a
Ring All Calling Group.**

User Setup - Advanced Settings

	DTMF Breakout		
Go to the Receptionist	Reception / Breakout (DTMF *0)	10	**Ring Sales Group**
Place an order	Breakout (DTMF *2)	71	
Get more info	Breakout (DTMF *3)	72	**Ring Support Group**

**Example Script:
"Now that you have listened to our information and heard all about our wonderful offer,
please dial STAR 2 to place an order or STAR 3 to speak to our group and find out more."**